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## Safety

### Important Safety Instructions

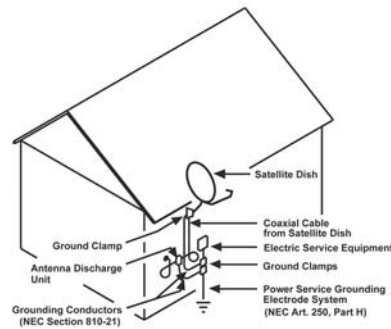
- 1** Read these instructions.
- 2** Keep these instructions.
- 3** Heed all warnings.
- 4** Follow all instructions.
- 5** Do not use this apparatus near water.
- 6** Clean only with a dry cloth.
- 7** Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
- 8** Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
- 9** Do not defeat the safety purpose of the polarized or grounding-type plug. A polarized plug has two blades with one wider than the other. A grounding-type plug has two blades and a third grounding prong. The wide blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
- 10** Protect the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
- 11** Use only attachments/accessories specified by the manufacturer.
- 12** Unplug this apparatus during lightning storms or when unused for long periods of time.
- 13** Refer all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as the power supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.



Apparatus shall not be exposed to dripping or splashing and no objects filled with liquids, such as vases, shall be placed on the apparatus.

## Safety

**Note to Satellite TV System Installer:** This reminder is provided to call the satellite TV system installer's attention to Article 820-40 of the National Electrical Code (NEC) that provides guidelines for proper grounding and, in particular, specifies that the cable ground shall be connected to the grounding system of the building as close to the point of cable entry as practical.



- Operate the receiver using only the type of power source indicated on the marking label. Unplug the receiver power cord by gripping the power plug, not the cord.
- Do not overload wall outlets or extension cords, as this can result in a risk of fire or electrical shock.
- Never insert objects of any kind into the receiver through openings, as the objects may touch dangerous voltage points or short out parts. This could cause fire or electrical shock.
- Do not locate the antenna near overhead light or power circuits, or where it can fall into such power lines or circuits. When installing the antenna, take extreme care to avoid touching such power lines or circuits, as contact with them can be fatal.
- Do not attempt to service the receiver yourself, as opening or removing covers may expose you to dangerous voltage, and will void the Limited Warranty. Refer all servicing to authorized service personnel.

## Proper Care of Your Equipment

- Always handle the satellite receiver carefully. Avoid excessive shock and vibration at all times as this can damage the hard drive.
- Unplug the receiver from the AC power outlet before cleaning.
- If you have the receiver turned on and need to move it, be sure to unplug the receiver and let it sit for at least 30 seconds before moving it.
- The use of accessories or attachments not recommended by the receiver manufacturer will void the Limited Warranty.
- Do not place the receiver in an enclosure such as a cabinet without proper ventilation.
- Do not stack the receiver on top of or below other electronic devices as this can cause heat build-up and vibration.
- Do not install the receiver in any area where the temperature can be less than 40°F or more than 113°F. If the receiver is cold to the touch, do not plug it in immediately. Let it sit unplugged at room temperature for at least 45 minutes before plugging it in.
- Use an outlet that contains surge suppression or ground fault protection. For added protection during a lightning storm, or when the receiver is left unattended and unused for long periods of time, unplug the power cord from the wall outlet, disconnect the lines between the receiver and the antenna, and disconnect the telephone line. This will provide some protection against damage caused by lightning or power line surges.



On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

# Introduction



## Chapter



### Introduction to DISH Network Services

So you bought yourself a new receiver and you want to know how it works, right? Take a look through this guide and you'll quickly learn how to use all of the features. This chapter familiarizes you to your DISH Network satellite TV receiver.

- **WELCOME**
- **HOW TO USE THIS GUIDE**
- **ABOUT YOUR DISH NETWORK ACCOUNT**
- **WATCHING TV NOW**
- **ADDITIONAL SERVICES**
- **ABOUT SATELLITE TV RECEPTION**
- **WHY CONNECT TO A PHONE LINE**
- **MOVING ON-SCREEN LOGO**

## Chapter 1

### Welcome

## WELCOME

Congratulations on choosing DISH Network. You are about to experience the excitement and convenience of our Direct Broadcast Satellite (DBS) service, which delivers the very best picture and sound quality. DISH Network consistently provides the latest products and satellite-delivered services — with high performance, ease of operation, and a wide variety of entertainment options.

## HOW TO USE THIS GUIDE

Special consideration was given to every aspect of this guide to help you become familiar with your receiver. This section explains how the guide is divided and the conventions used throughout.

### Guide Overview

The information in this guide is separated into several chapters to make it easy for you to find exactly what you're looking for:

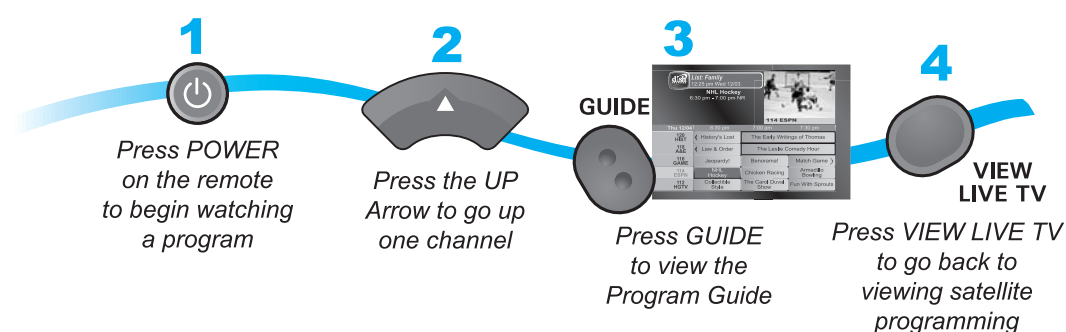
- *Chapter 1 - Introduction* gives you a brief overview of DISH Network and your new receiver.
- *Chapter 2 - Satellite Receiver* explains the basic features of your system and how to use the remote control, front panel buttons, and back panel connections.
- *Chapter 3 - Finding Programs to Watch* describes how to change channels and look for programs.
- *Chapter 4 - Pay-Per-View* shows you how to order and watch Pay-Per-View events.
- *Chapter 5 - Favorites Lists* explains how to create, name, and use favorites lists.
- *Chapter 6 - Locks* explains how to set locks and passwords.
- *Chapter 7 - Interactive TV* describes how to use the *dish home Interactive TV* features of your satellite TV system.
- *Chapter 8 - Recording Future Programs* shows you how you can record and play back your favorite programs when you want to watch them.
- *Chapter 9 - Remote Control* contains instructions for programming your remote to control your satellite receiver and equipment like a TV or VCR.
- *Chapter 10 - Receiver Customization* shows you how to customize your receiver.
- *Chapter 11 - Connections and Setup* explains how to connect your satellite receiver to your TV and equipment like a VCR.

## Introduction

## About Your DISH Network Account

## Guide Conventions

- The names of remote control buttons are all uppercase.  
**Example:** Press SAT.
- *Select* means to move the highlight to an on-screen option or choice in a list and press SELECT on the remote control.  
**Example:** Select the Locks option.
- The instructions in this guide are shown in one of two ways:
  - Instructions in the form of pictures are handy if you'd like to learn something quickly. These instructions are numbered left to right as shown in the sample below.
  - Instructions that are written out are helpful if you'd like to learn more about a feature or function of the receiver.
  - If the instructions are complicated, you'll see both methods.

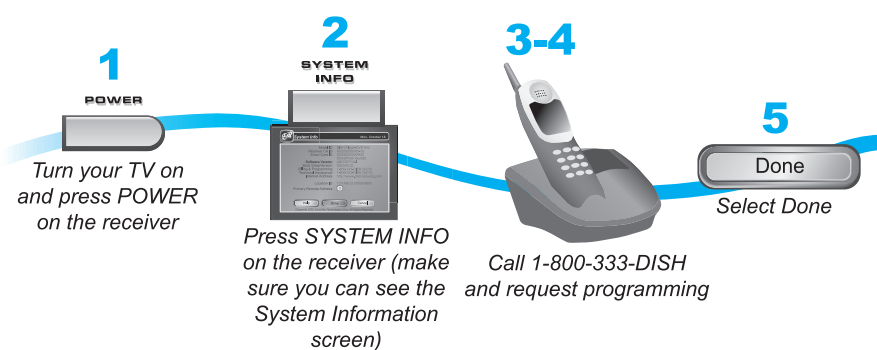


## ABOUT YOUR DISH NETWORK ACCOUNT

This section explains how to order your packages and shows you where to find information about your DISH Network account.

## Ordering Your Programming Packages

Before you can enjoy your new receiver, you must order your programming packages.



## Chapter 1

### Watching TV Now

#### Where to Find Information on Your Account

If you want to know about charges to your DISH Network account or if you would like to make changes to your programming packages, be sure to have your account information handy and choose one of the following:

- Go to the website at [dishnetwork.com](http://dishnetwork.com)
- Press MENU on your remote control to open the Main Menu and then select Customer Service.
- Call DISH Network at 1-800-333-DISH (3474).

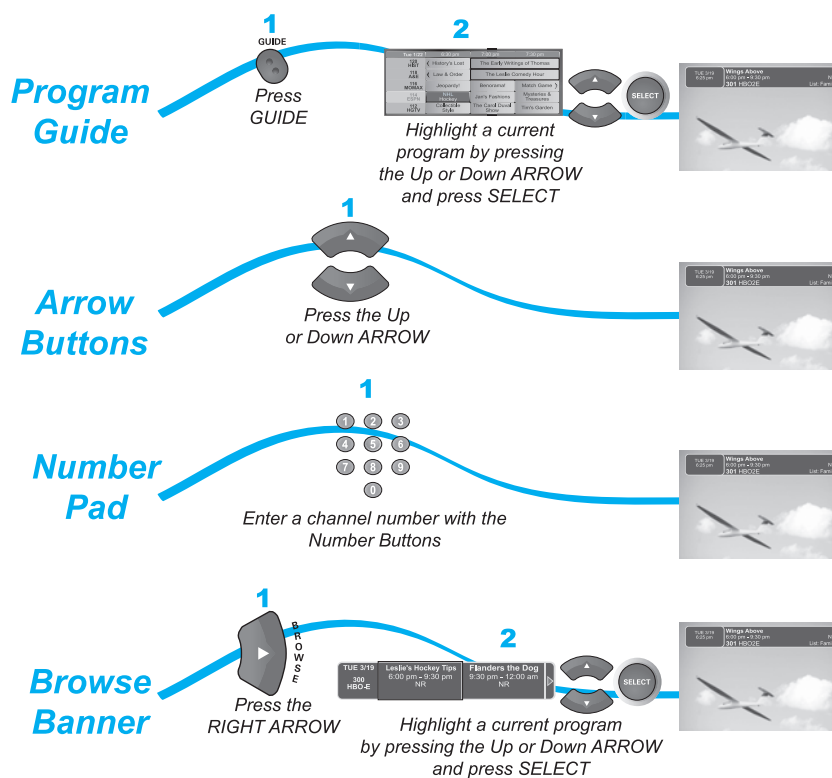
**Note:** Additional authorization may be required before high definition programming and/or off-air digital broadcasts can be viewed; additional fees may apply.

## WATCHING TV NOW

This tour shows you the simplest ways to change channels on your receiver. When you are done with this tour, you will be able to use your remote control to change channels four different ways. If you want to know more about watching TV, see *Chapter 3 - Finding Programs to Watch* starting on page 17.

You're already itching to use your remote control, so pick it up now and find something to watch.

#### 4 Ways to Find a Program



## ADDITIONAL SERVICES

### Pay-Per-View

Catch all the action on Pay-Per-View. Take a break from regular TV and order the latest movies, sports, and special events. For details on ordering Pay-Per-View events, see page 23. Be sure to connect an active phone line to your receiver before you order a Pay-Per-View event.

### dish home Interactive TV

At *dish home Interactive TV* (press DISH on your remote control), you'll find news, sports scores, weather information, TV and movie buzz, customer service, games, and more (see page 39).

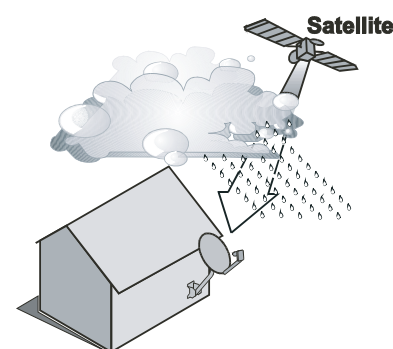
## ABOUT SATELLITE TV RECEPTION

Satellite television uses satellites in a stationary orbit over the Earth to deliver television and audio programming. This type of orbit enables the satellites to stay aligned over one place on the surface of the Earth. Once the satellite dish is aimed at the satellite, the dish does not have to move to follow it.

**Here's something interesting! Noted science fiction author Arthur C. Clarke calculated the orbit that causes satellites to remain stationary in the sky. To this day the 22,000 mile high orbit bears the name Clarke Belt.**

### Rain and Snow Fade

Heavy rain, snow, or dense cloud cover can reduce the satellite signal, which may interrupt your programming service. Your service will return after the weather condition has passed. Aiming the satellite dish to get the strongest signal during installation, will help prevent rain and snow from interrupting the signal.



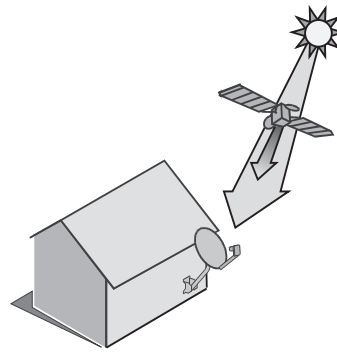
## Chapter 1

### Why Connect to a Phone Line

#### Solar Interference

Twice a year, the sun moves to a position behind the DISH Network satellite as it orbits the Earth. This event occurs during a few days at the beginning of the spring and the beginning of the autumn and lasts only a few minutes.

During these brief periods, you will not be able to see programs on DISH Network. When the sun has moved from behind the satellite, the programs will reappear. This is an unavoidable natural event for all television involving the use of satellites and has an adverse effect on many program providers.



## WHY CONNECT TO A PHONE LINE

Your satellite receiver is equipped with a standard telephone jack that you use to connect to an active telephone line. Keep the receiver connected to an active telephone line so that you will be able to order pay-per-view programs using your remote control, use all of the *dish home Interactive TV* features, and other services from DISH Network (see page 39).

## MOVING ON-SCREEN LOGO

Whenever the receiver is turned off using the remote control or front panel POWER button, you will see the DISH Network logo moving around on your TV screen. This feature is included with your receiver to assure you that the connections between your receiver and TV(s) are not lost. Press POWER or SELECT on the remote control to resume watching satellite TV programming.

The moving logo does not display if you have the receiver connected to the TV with the TV SET OUT connection (see page 73).





# Satellite Receiver



## Chapter

# 2

### About Your Satellite Receiver

This chapter helps you get to know your remote control, which in turn lets you use all of the functions of your receiver. After you read the information here, be sure to practice what you learn so that you can quickly understand what's presented in later chapters.

What you'll find in this chapter:

- **REMOTE CONTROL**
- **SATELLITE RECEIVER FRONT PANEL**
- **SATELLITE RECEIVER BACK PANEL**
- **USING THE MENUS**
- **USING TEXT FIELDS**

## Chapter 2

### Remote Control

## REMOTE CONTROL

The remote control gives you easy access to all the features of your satellite receiver. You can program the remote to control the satellite receiver and up to three other devices (see page 50). These devices can be a TV, a VCR or DVD player, and a third device.

This section describes how to use the various features of the remote control delivered with your satellite TV system.

IR signals travel only short distances (40 feet or less), and cannot go through walls or other solid objects. You must point the remote control directly at the device, with no objects blocking the line of sight.

The remote control uses IR signals to control both the receiver and other devices that the remote is programmed to control.

### Remote Control Batteries

The remote control comes with four AAA batteries. When you replace old batteries, you should replace all of the batteries. Use batteries of the same kind, for example, alkaline or carbon zinc. Don't mix batteries of different kinds. Alkaline batteries last longer.

- 1 Press down on the top of the battery cover and slide the cover off.
  - 2 Take out all of the old batteries.
  - 3 Put four new batteries in. Make sure you match the plus ("+") ends with the plus markings on the battery case.
- Note:** The remote control cannot work with less than four AAA batteries.
- 4 Slide the cover back into place.



### Low Battery Warning

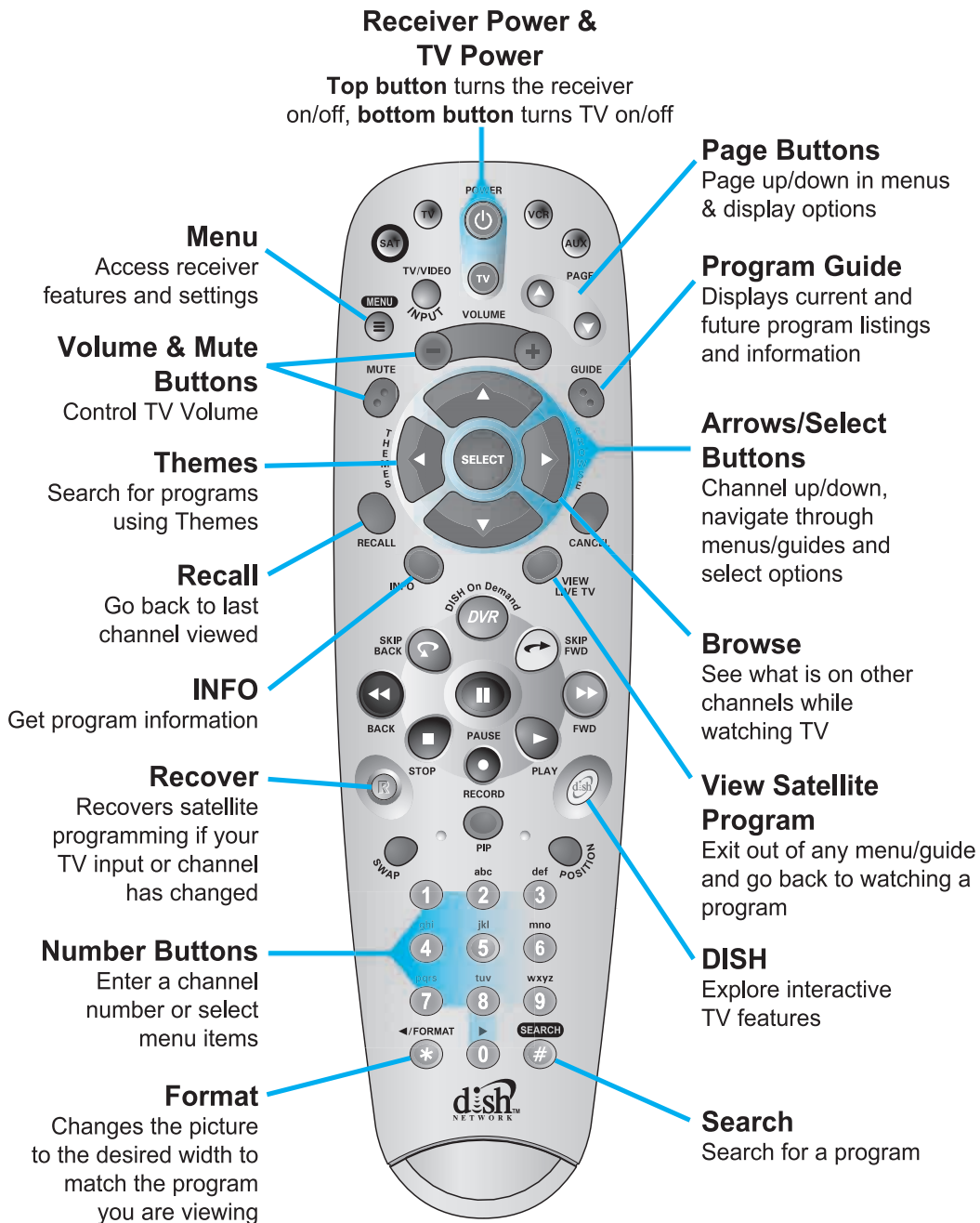
When you see a low battery warning message on your screen below the Program Banner, the batteries in your remote control are weak and need to be replaced.



Here's a helpful hint...Don't wait until you see this warning to change the remote control batteries. If your remote control doesn't seem to be working very well (for example, you have to press POWER more than once to turn the receiver on or off), it's a good indication that the batteries are getting weak.


## Remote Control Buttons

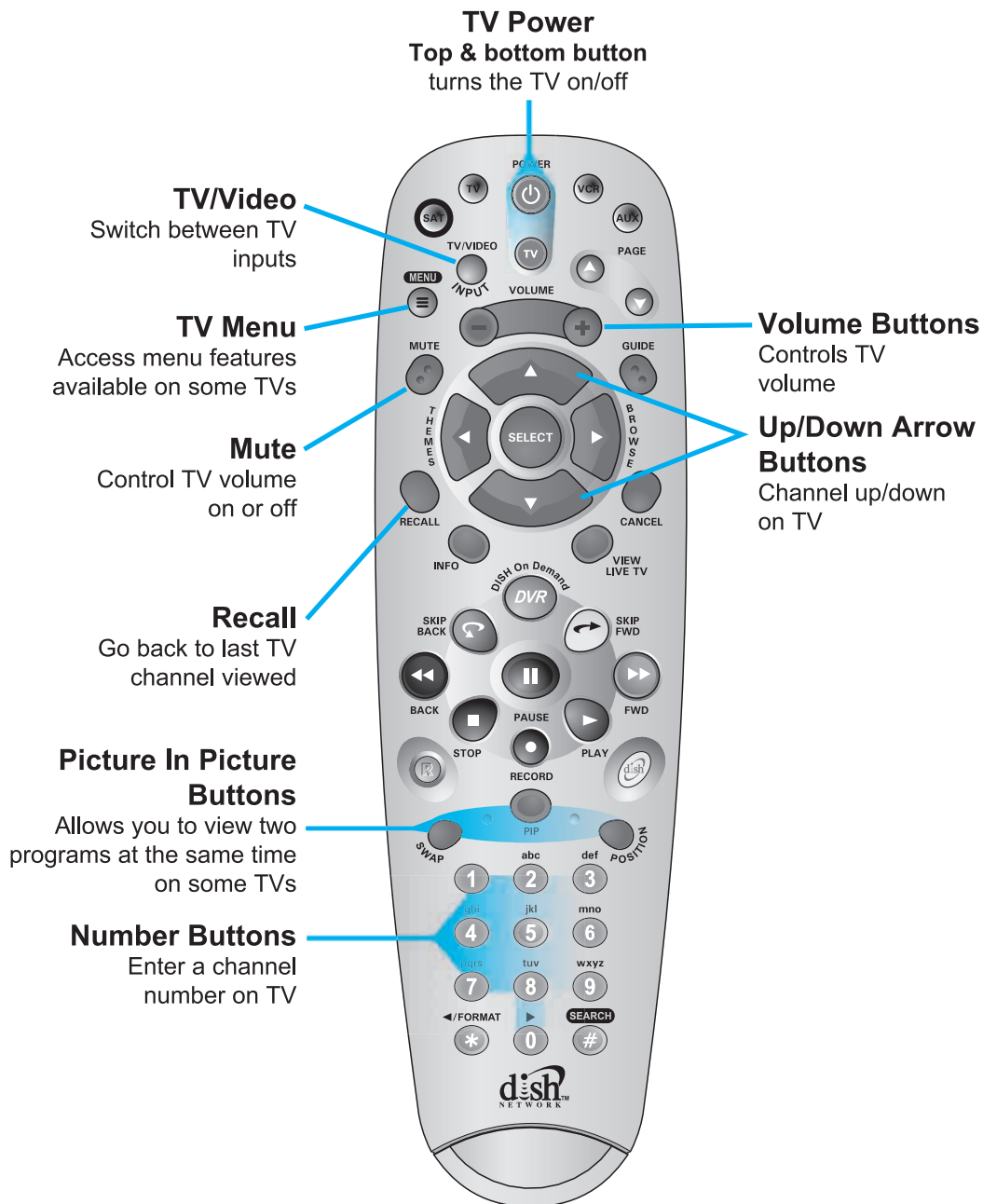
To use the features as described in this section, make sure you are in SAT mode by pressing the SAT Mode button.



## Chapter 2

### Remote Control

To use the features as described in this section, make sure you are in TV mode by pressing the TV Mode button. 

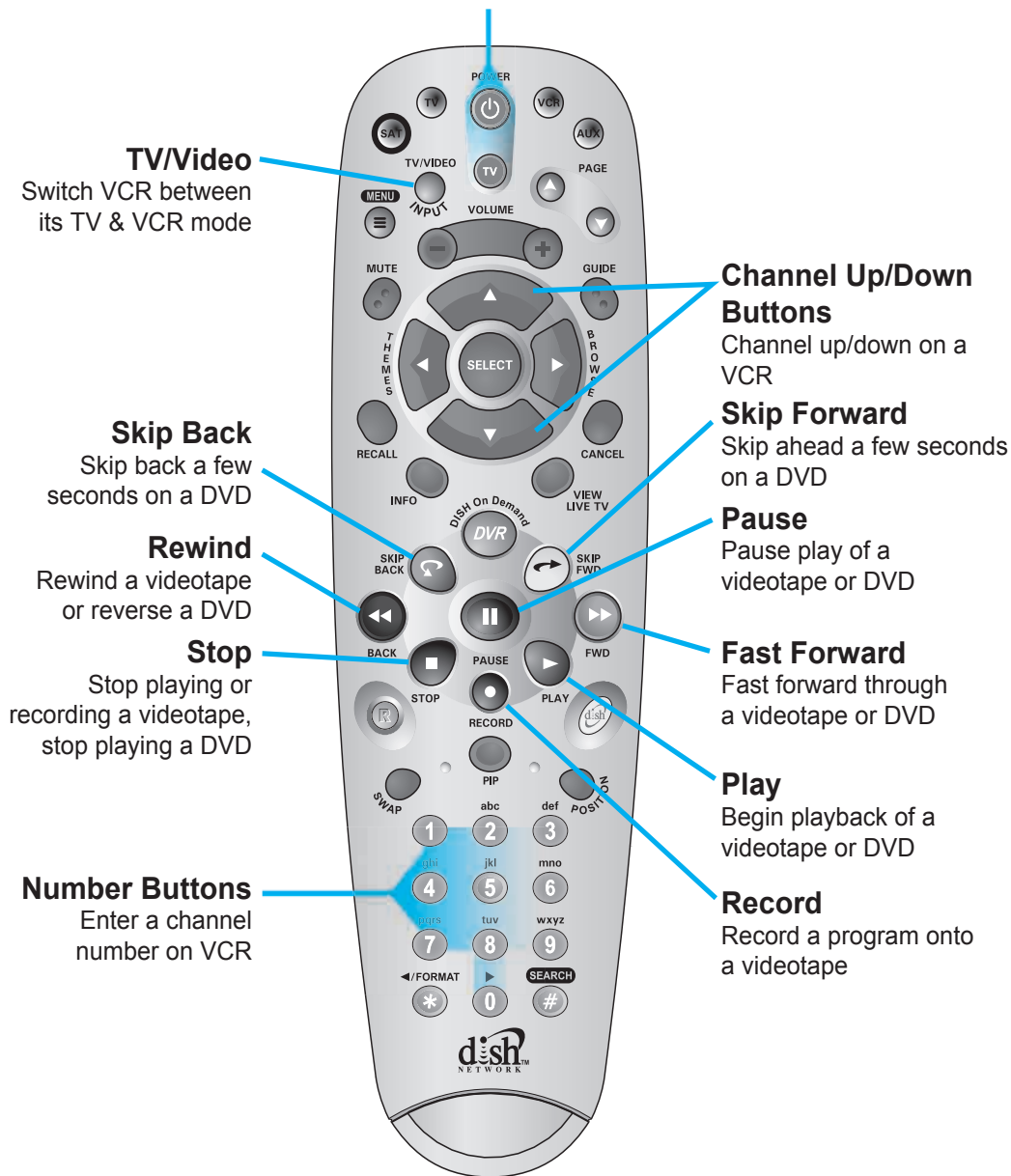


**Note:** See page 50 for instructions to program the remote to control your TV.

To use the features as described in this section, make sure you are in VCR mode by pressing the VCR Mode button. You can use this mode to operate your DVD player instead of a VCR.

### VCR/DVD Power & TV Power

**Top button** turns the VCR/DVD player on/off, **bottom button** turns the TV on/off

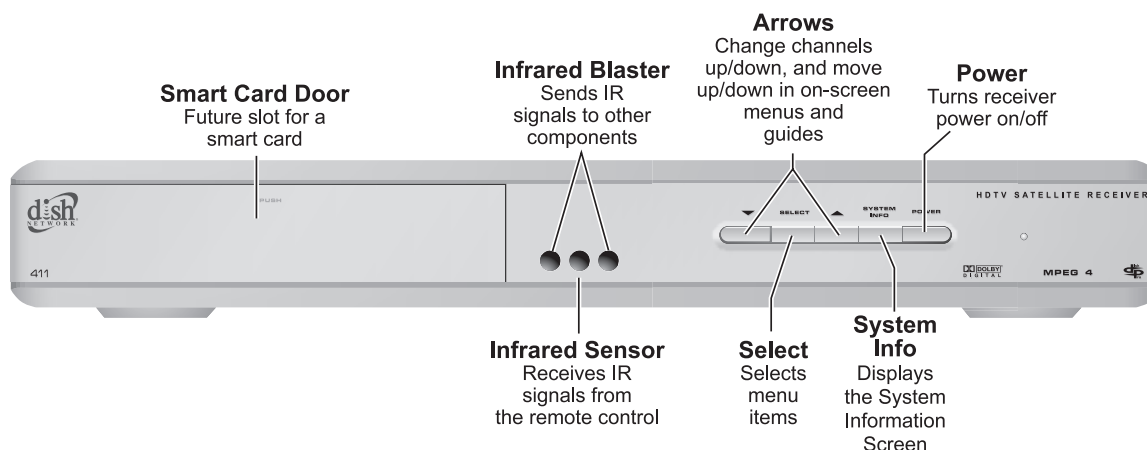


**Note:** See page 50 for instructions to program the remote to control your TV.

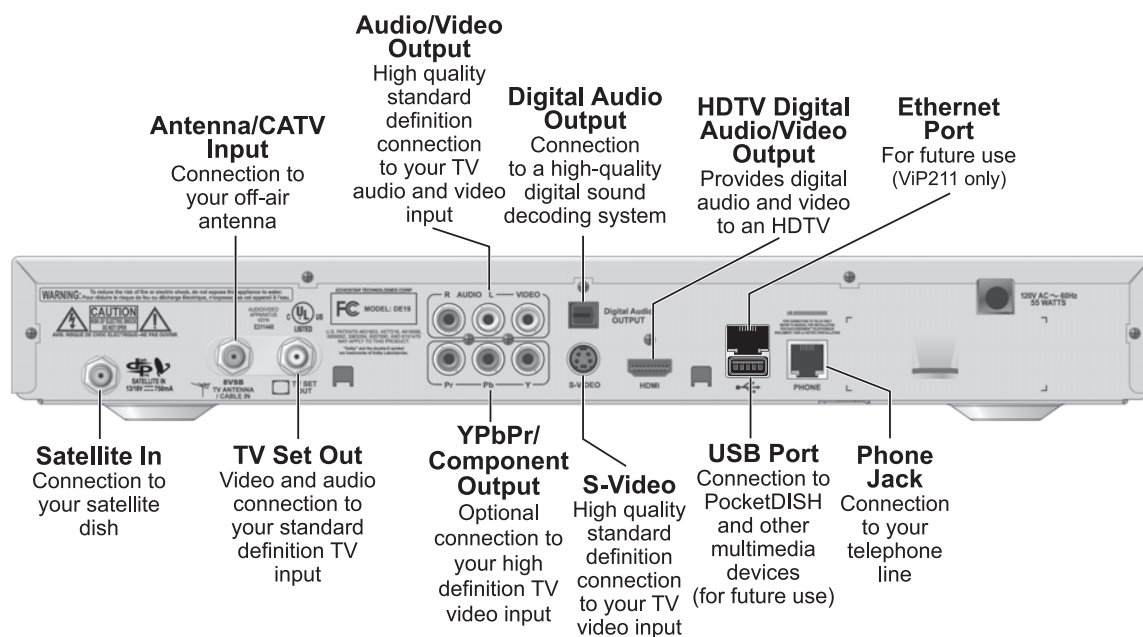
## Chapter 2

## Satellite Receiver Front Panel

## SATELLITE RECEIVER FRONT PANEL



## SATELLITE RECEIVER BACK PANEL



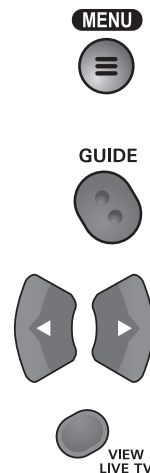
## USING THE MENUS

The menus make using the receiver and selecting programs quick and easy. Use the menus to control the receiver and to use its features, such as setting locks, choosing a program, or creating a favorites list.

### Open and Close Menus

You can open the menus in either of two ways:

- Press MENU to open the Main Menu, then open any of the other menus from the Main Menu.
- Use the following buttons on the remote control:
  - Press GUIDE to open the Program Guide.
  - Press THEMES (LEFT ARROW) when watching a program to open the Themes and Search menu.
  - Press BROWSE (RIGHT ARROW) to display the Browse Banner.



To close a menu and return to watching a program, press VIEW LIVE TV.

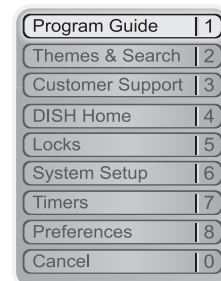
### Highlighting Menu Options

To highlight a menu option, use the remote control ARROWS to move the on-screen highlight to the menu option. When you do move the on-screen highlight, the option becomes amber.

### Selecting Menu Options

When you select a menu option, that option takes effect right away. You can select a menu option in either of two ways:

- If the option has a number next to it, press the number on the NUMBER PAD button that matches this number. When you use the NUMBER PAD, you do not need to highlight the option first.
- Move the highlight to the menu option using the remote control ARROWS. Then press SELECT. In the example, Program Guide is highlighted.



## Chapter 2

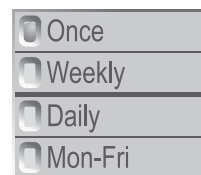
### Using the Menus

#### List of Choices in the Menu

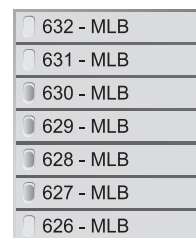
When you make a choice in a list, the receiver does not apply the change until you select Done. If you do not want to save any changes, select Cancel to discard all the changes made in the menu.

There are two types of lists:

- A single choice list allows you to select only one choice at a time. If you select another choice, your previous choice is deselected.



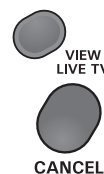
- A multiple choice list allows you to select more than one choice at one time. If you select another choice, your previous choice(s) stays selected.



#### Canceling a Procedure

You can cancel a procedure in any of three ways:

- If you want to return to watching a program, press VIEW LIVE TV.
- If you want to return to the previous menu, press CANCEL.
- Wait a few minutes and the menu will close automatically, discarding any changes you have made.





## USING TEXT FIELDS

When you use features on the receiver, you might be required to enter information, such as the name of a movie when using Search, into areas known as *text fields*. Your receiver has two basic ways to enter the information:

- Virtual Keyboard
- Remote Control NUMBER PAD



### Using the Virtual Keyboard

Use the virtual keyboard letters to type the information. Use the LEFT, RIGHT, UP, and DOWN ARROWS to navigate around the keyboard. Select the characters you want.



### Using the Number Pad

Use the letters above the NUMBER PAD on the remote control while the highlight is in the field. For example, when looking for the channel and times to watch *Rudy Friml Presents*, you press 7 three times for an R, 8 two times for a U, 3 one time for a D, and 9 three times for a Y to spell the word "Rudy."

### While in the Text Field

When the cursor is in the field:

- Press the LEFT ARROW to delete characters.
- Press 0 to enter a blank space, such as between words.
- Press STAR to backspace without deleting characters.
- Use the RIGHT ARROW to forward space without deleting characters.



## Chapter 2

### Tips



### TIPS

- If you do not do anything in a menu for several minutes, the menu automatically closes. This will discard any changes you made, and display the program you were watching.
- Keep from accidentally changing the channel or input on your TV by programming the remote in Limited Mode (see page 50).



### QUESTIONS

#### **Why doesn't my remote control work?**

- Make sure the remote control is in the right mode (see pages 8 and 50).
- Make sure the batteries are good (see page 8).
- Make sure you are pointing the remote directly at the receiver (TV, VCR, DVD player, etc.) (page 8).



## Finding Programs to Watch

### Chapter

# 3

#### Watching TV

The receiver is on channel 414, but you want to change the channel to 210. How do you change the channel? You know your team is playing, but you're not sure of the channel. How do you find the game? You're in the mood for a movie, but you don't know which one. Is there a way to look for movies? This chapter shows you the various ways for you to find something to watch.

You'll find the following information in this chapter:

- **CHANGING CHANNELS**
- **USING THE PROGRAM GUIDE**
- **USING THE BROWSE BANNER**
- **USING SEARCH TO FIND A PROGRAM**
- **FINDING A PROGRAM BY ITS THEME**

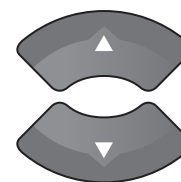
## Chapter 3

### Changing Channels

## CHANGING CHANNELS

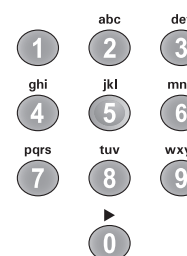
### Using the Up and Down Arrows

While watching TV, if you want to change the channels one at a time to see what's on, press the UP and DOWN ARROWS on your remote control. You can also change the channels the same way using the UP and DOWN ARROWS on the receiver front panel.



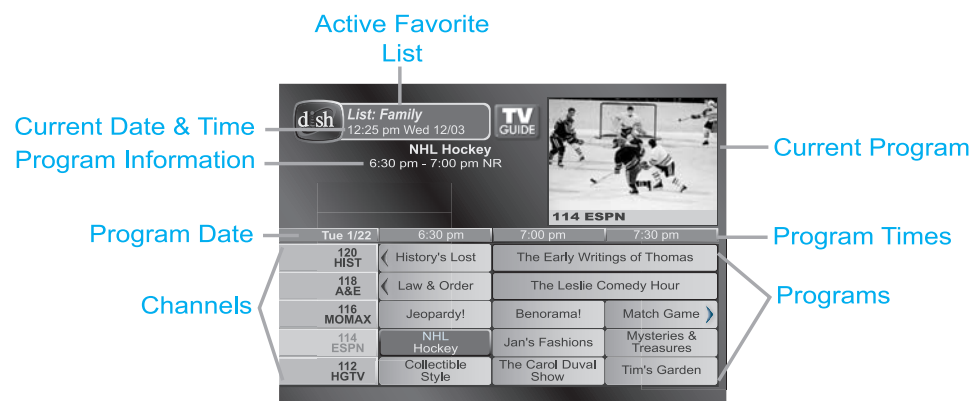
### Entering a Channel Number

While watching TV, if you know the specific channel you want to watch, enter the channel number using the NUMBER PAD on the remote control.



## USING THE PROGRAM GUIDE

You can use the Program Guide to see what programs are on, to change channels, and to set up recordings. To access this guide, press GUIDE.

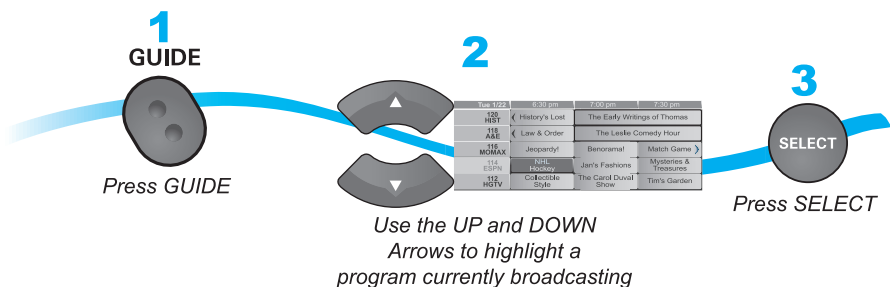


- A red background behind a channel usually means you have not subscribed to the channel. After you subscribe to a channel, you can tune to it. To subscribe to a channel, please call 1-800-333-DISH (3474).
- A yellow background behind a channel is for off-air digital channels. See page 77 for instructions to connect an off-air antenna to your receiver.
- The Program Guide shows which Favorites List is active. If All Chan is active, the Program Guide shows all the channels. The All Sub list shows only the channels in your subscription. If you activate another list, the Program Guide shows only the channels on that list. See page 27 for information on Favorites Lists.

## Finding Programs to Watch

### Using the Browse Banner

- The Program Guide shows programs on now and coming on within the next two days. The guide does not show programs that have ended.

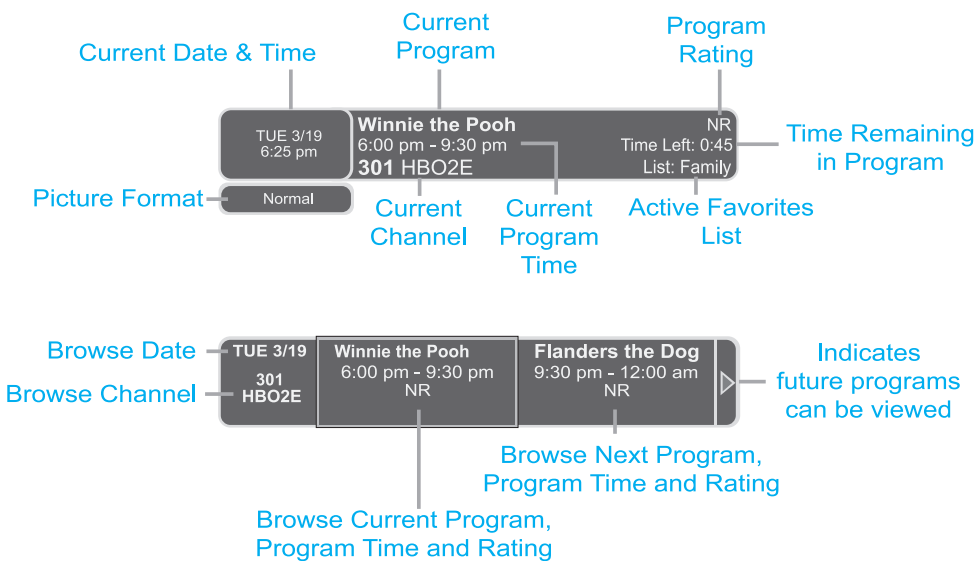


While using the Program Banner, you can:

- Press PAGE UP or PAGE DOWN to move a page of channels at a time.
- Enter the number of hours you want to skip forward or backward in the schedule, and then press the RIGHT/LEFT ARROW to move forward or back in the schedule. The Program Guide shows the number of hours.

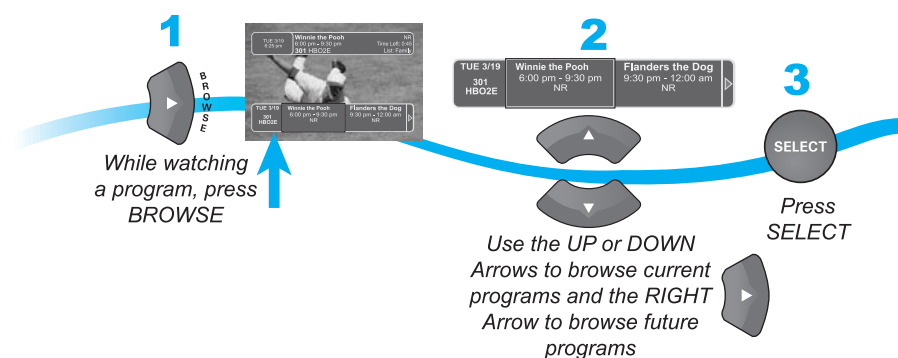
## USING THE BROWSE BANNER

Use the Browse Banner to see what other programs are on and not miss any of a program you are watching. When the Browse Banner is open, you will see the Program Banner information on the current program at the top of the screen, and on the left side of the Browse Banner at the bottom of the screen. At the bottom right of the screen is information on the program that is on next on the same channel.



## Chapter 3

### Using Search to Find a Program

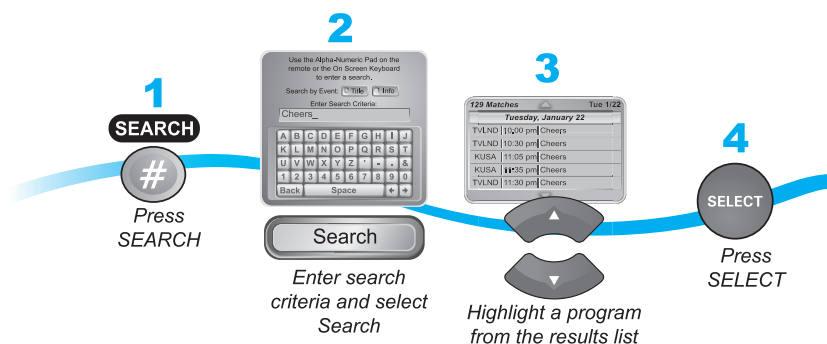


If you select a current program, the receiver will tune to that channel. If you choose a future program, the Create Timer screen will display. See *Chapter 8 - Timers* on page 41 for more information.

## USING SEARCH TO FIND A PROGRAM

You can find programs to watch by using the Search feature of the receiver. This feature will search all channels, including off-air channels (if an off-air antenna is connected to the receiver as described on page 77), and find programs that match keywords that you enter.

### Using the Search Feature



You can search for events two ways:

- Select **Title** to search for the words that appear in the title of a program.
- Select **Info** to search for words that are in the program description or title.

Enter the search word(s) in the Search Criteria Field in one of two ways (see page 15):

- Use the virtual keyboard.
- Use the letters on the **NUMBER PAD**.

If you select a program that is on now, the receiver tunes to that program. If you choose a future program, the Create Timer screen will display. See *Chapter 8 - Recording Future Programs* on page 41 for more information.

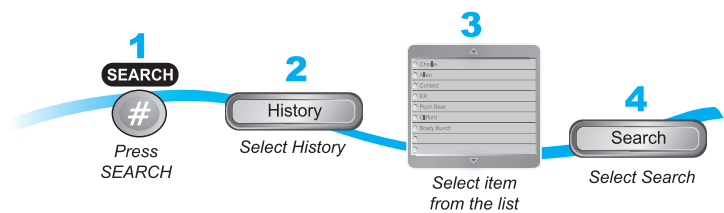
# Finding Programs to Watch

## Finding a Program by its Theme

### Using Search History

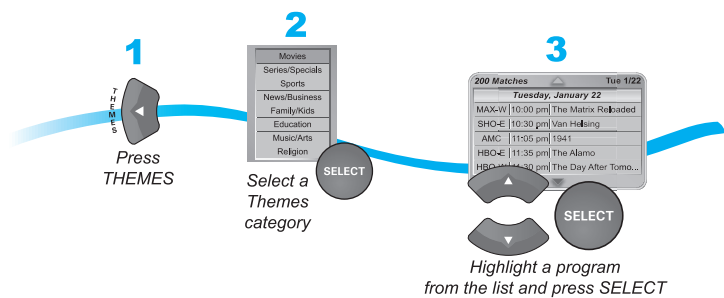
After you have searched previously for programs or other information, your receiver builds a history. You can use the Search History to re-search programming instead of typing the information again.

**Note:** Use the Edit or Delete options to change or delete Search Keywords.



## FINDING A PROGRAM BY ITS THEME

You can list and choose programs by the theme of their contents, for example, just movies or just sports. You can then quickly list programs based on that theme, and choose the program you want. This feature also categorizes programs on off-air channels (if an off-air antenna is connected to the receiver as described on page 77).



If you select a program that is on now, the receiver tunes to that program. If you choose a future program, the Create Timer screen will display. See *Chapter 8 - Timers* on page 41 for more information.

## Chapter 3

### Tips



### TIPS

- Press INFO to get more information about the program you highlighted.
- Press VIEW LIVE TV to cancel almost any screen and return to viewing TV.
- Skip forward 24 hours (and then back again) at a time in the Program Guide by pressing the SKIP FWD (SKIP BACK) button on the remote control.



### QUESTIONS

- **How can I customize the Program Guide to show only my favorite channels?**  
You can set up a Favorites List as described on page 28. You can change how the Program Guide is displayed (size of text, number of programming hours displayed, etc.) as described on page 65.
- **Why are some of my channels missing?**
  - You may have locked or hidden the channels. See *Chapter 6 - Locks* on page 31 for information on locking and unlocking the receiver.
  - You may have the wrong list showing in the Program Guide. Press Guide to open the Program Guide. Press Guide again to select the next Favorites List. Press Guide repeatedly to scan through all the available lists. See Favorites Lists on page 27 for more information.





## Pay-Per-View

### Chapter

# 4

#### Order and Watch Pay-Per-Views

4

Is tonight a popcorn and movie night? Why rent videos when you can just watch Pay-Per-Views? This chapter describes how to use these additional services:

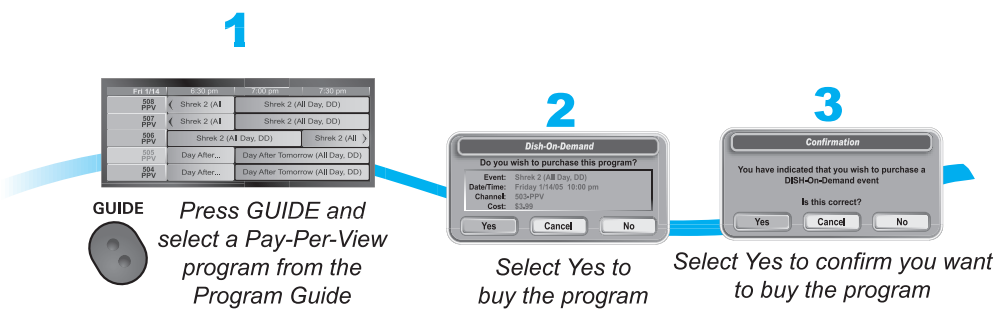
- **BUYING A PAY-PER-VIEW PROGRAM**
- **REVIEWING PAY-PER-VIEW PURCHASES**

# Chapter 4

## Buying a Pay-Per-View Program

To buy Pay-Per-View programs, you must connect the receiver to an active phone line. After you buy a Pay-Per-View program, you can watch it on all of the receivers on your DISH Network account. Using the remote control, you can order the exact same program for each receiver but you pay for the program only once. However, replays of programs are separate events.

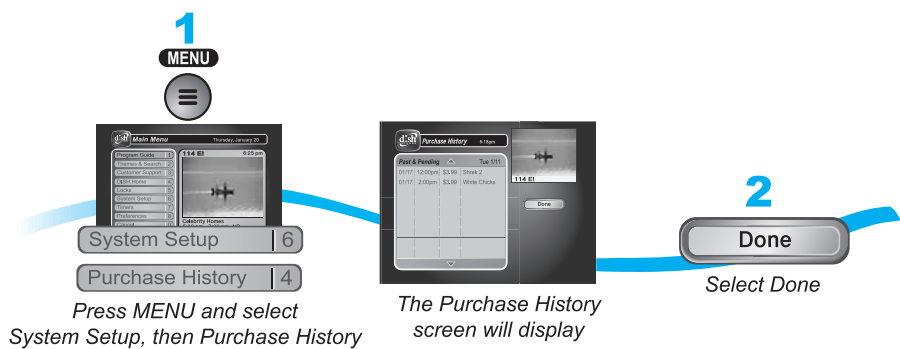
### BUYING A PAY-PER-VIEW PROGRAM



**Note:** Once you confirm an order for a Pay-Per-View program, you cannot cancel the order and you will be billed for it.

### REVIEWING PAY-PER-VIEW PURCHASES

Use this feature to review events you've purchased, including those you have watched and those you purchased but have not yet watched.





### TIPS

- You can set up a VCR to record Pay-Per-View programs. See page 44 for more details.
- You can prevent others from purchasing Pay-Per-View programs by using locks (see page 36).
- Tune to Channel 103 for a list of what's playing on Pay-Per-View.



### QUESTIONS

- **How can I order an event for all my receivers?**
  - Order on each receiver, one at a time with the remote control. Make sure an active phone line is connected to each receiver.
  - Press the DISH button on your remote control and follow the instructions.
  - Order the event over the phone 1-877-DISH-PPV (347-4778).
  - Order the event online at [dishnetwork.com/ppv](http://dishnetwork.com/ppv).
- **Will I be charged more than once for ordering the same Pay-Per-View on two or more receivers?** If you're using the remote control, you won't be charged more than once as long as it is the same exact event (for example, at the same time or All Day events).
- **Why doesn't my Program Guide show any Pay-Per-View channels?** You may be using a Favorites List that doesn't include Pay-Per-View channels. Press GUIDE to open the Program Guide and then press GUIDE again until you see All Chan in the upper left corner of the Program Guide. See *Chapter 5 - Favorites Lists* on page 27 for more information on using Favorites Lists.

## Chapter 4

Questions

Notes



## Favorites Lists

### Chapter

# 5

#### Setting Up Your Favorites Lists

## 5

One of the benefits of DISH Network is that you have access to many channels. However, the number of channels can make it difficult to find something to watch. When you read this chapter, you'll learn how to set up and use Favorites Lists. The information in this chapter shows you how to fit your favorite channels into neat, organized lists.

- **WHAT ARE FAVORITES LISTS?**
- **CREATING OR CHANGING FAVORITES LISTS**
- **NAMING FAVORITES LISTS**
- **USING FAVORITES LISTS**

## Chapter 5

### What are Favorites Lists?

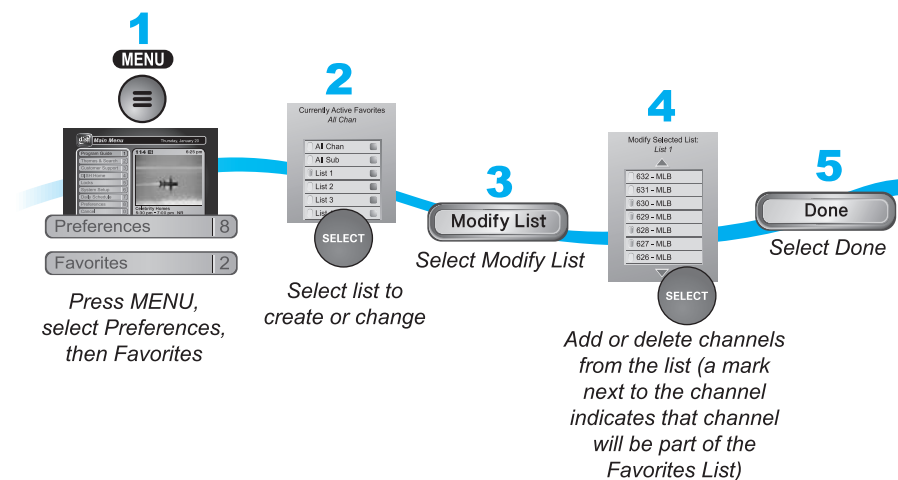
## WHAT ARE FAVORITES LISTS?

Favorites Lists are lists of your favorite channels. You can create and change the lists yourself, adding and removing channels as you wish. Your favorite channels can be grouped in up to four lists.

- When using a Favorites List, the Program Guide and Browse Banner display only the channels in that Favorites List. Also, when you use the remote control UP or DOWN ARROW to change channels, the receiver skips channels that are not on the list.
- The All Chan list contains all the channels, including channels not in your current subscription. You cannot make any changes to the All Chan list.
- The All Sub list contains all the channels in your subscription. You cannot make any changes to the All Sub list, except by changing your subscription.
- Each Favorites List has a unique color in the Program Guide. You can give each list a name. When you first get the receiver, the four lists are named List 1, List 2, List 3, and List 4. The lists are empty until you add channels to them.
- If you choose a program using Themes or by entering a channel number using the remote controls, the receiver tunes to the channel for that program whether or not that channel is on the active Favorites List.
- You can include off-air channels in your Favorites Lists if an off-air antenna is connected to the receiver. See page 77 for instructions on connecting an off-air antenna.

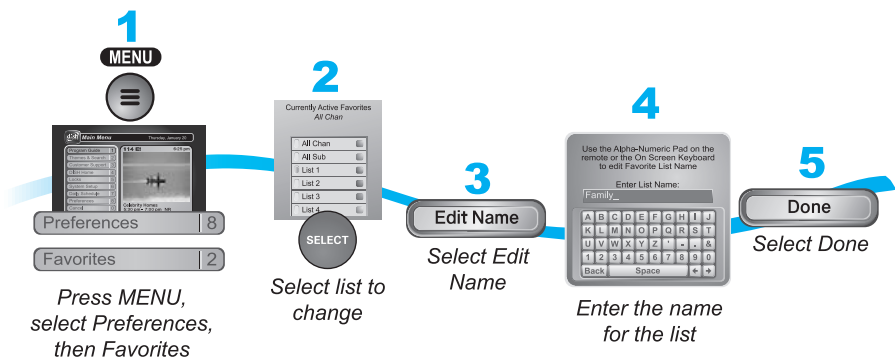
## CREATING OR CHANGING FAVORITES LISTS

You can create, add channels to, and remove channels from a Favorites List. When you activate your Favorites List (see page 29) only those channels in your list are shown in the Program Guide and Browse Banner.



NAMING FAVORITES LISTS

You can name your Favorites Lists whatever you want, up to eight characters long.



5

USING FAVORITES LISTS

Press GUIDE to open the Program Guide. Press GUIDE again to select the next Favorites List. Press GUIDE repeatedly to scan through all the available lists.



- Two lists cannot have the same name.
- Pressing GUIDE to switch Favorites Lists works only if you have added channels to the Favorites List. If you have not created a Favorites List, pressing GUIDE switches the receiver between the All Chan and All Sub Lists.
- Hidden channels do not display in Favorites Lists.



QUESTIONS

- **Why are channels missing from the Program Guide?**
  - You might have a Favorites List that does not contain those channels. Press GUIDE until the All Chan or All Sub list displays.
  - You might have channels hidden.

## Chapter 5

Questions

Notes



# Locks



## Chapter

# 6

### Securing Your Receiver and Account

## 6

An important concern to parents is the ability to protect their children. With high tech television comes greater potential for unwanted programming beamed into your home. Use the safeguards described in this chapter to set up and use locks.

- **WHAT ARE LOCKS?**
- **CREATING OR CHANGING A PASSWORD**
- **LOCKING AND UNLOCKING YOUR RECEIVER**
- **CREATING OR CHANGING RATINGS LOCKS**
- **CREATING OR CHANGING CHANNEL LOCKS**
- **LOCKING OR UNLOCKING PAY-PER-VIEW CHANNELS**
- **HIDING ADULT CONTENT**
- **LOCKING OR UNLOCKING THE FRONT PANEL**

## Chapter 6

### What are Locks?

## WHAT ARE LOCKS?

Locks allow you to password-protect programming based on ratings, or on a channel-by-channel basis. When you have locked the receiver:

- If you try to access a locked item or open the Locks menu, the receiver displays a message prompting you to enter the password.
- The receiver allows you three attempts to enter the correct password. If you fail to enter the correct password, the receiver does not allow you to try again for several minutes.
- If you enter the correct password, you can access the locked item or open the Locks menu.
- If you exit a locked item or close the Locks menu, you must enter the password to access the item again.

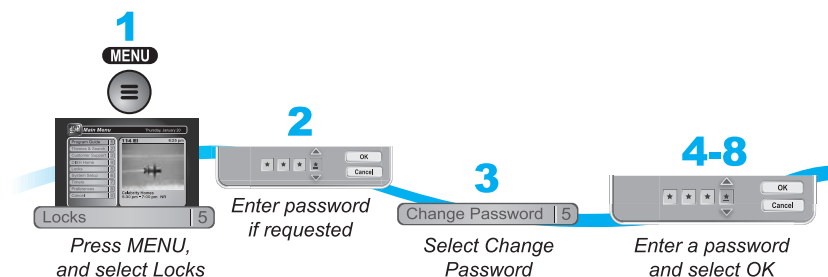
Locking the receiver is a two-step process:

- 1 Create the locks that you want.
- 2 Lock the receiver.

When the receiver is locked, anyone who wants to access locked items must enter the password.

## CREATING OR CHANGING A PASSWORD

The first thing to do before using the receiver locks is set up your password.



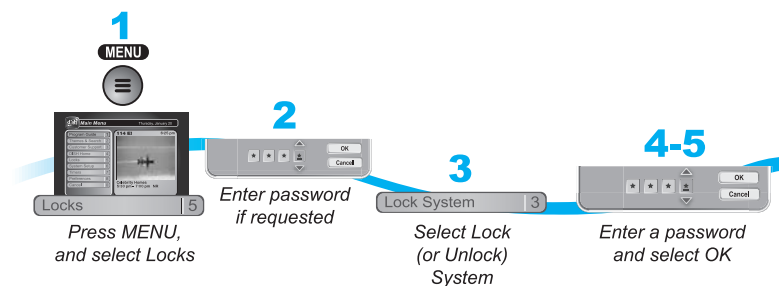
- 1 Press MENU and select Locks (5).
- 2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (\*) as you enter the digits of the password. Select OK.
- 3 Select Change Password.
- 4 Enter the current password using the NUMBER PAD. Select OK.

- 5 Press SELECT.
- 6 Enter the new password using the NUMBER PAD. Select OK.
- 7 Enter the new password again for confirmation, using the NUMBER PAD. The receiver displays stars (\*) as you enter the digits of the password. Select OK.
- 8 Memorize the new password. From now on, you must enter this password to lock or unlock the receiver. If you forget your password, you will need to speak with a Customer Service Representative.

## LOCKING AND UNLOCKING YOUR RECEIVER

You must lock the receiver for any receiver locks you set to take effect. To lock the receiver, you must first create a password (see *Creating or Changing a Password* in the previous section). Be sure to refer to this section whenever you set any lock on your receiver.

6



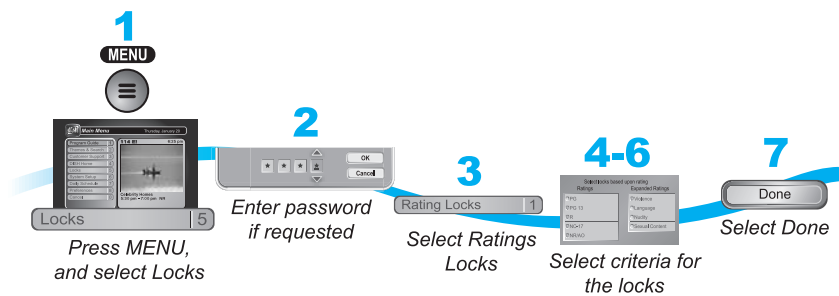
- 1 Press MENU and select Locks (5).
- 2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (\*) as you enter the digits of the password. Select OK.
- 3 Select Lock System or Unlock System (3). If you are locking the receiver, the receiver displays a message prompting you to enter a password.
- 4 Enter a password, using the NUMBER PAD. The receiver displays stars (\*) as you enter the digits of the password. Select OK.
- 5 Confirm the password by re-entering it. Select OK. All the locks you have set are now in effect.

## Chapter 6

### Creating or Changing Ratings Locks

## CREATING OR CHANGING RATINGS LOCKS

You can lock programs based on Motion Picture Association of America (MPAA) ratings (PG, PG 13, etc.) and expanded ratings (violence, language, etc.).

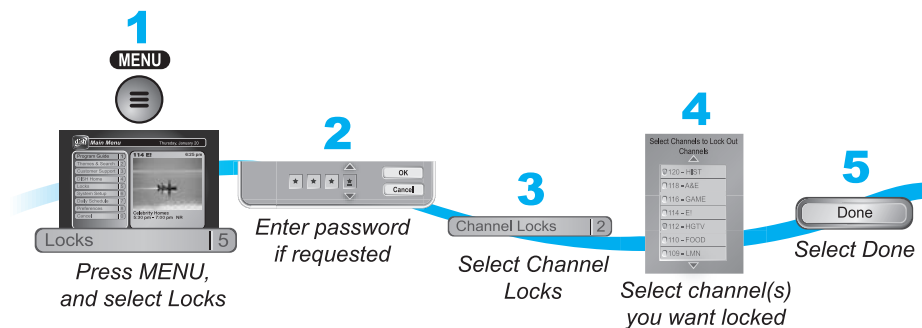


- 1** Press MENU and select Locks (5).
- 2** If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (\*) as you enter the digits of the password. Select OK.
- 3** Select Ratings Locks (1).
- 4** Highlight the least restrictive rating that you want to block. Press SELECT to lock the highlighted rating and all ratings more restrictive than it (for example, locking PG 13 automatically locks R and NC-17).
- 5** Select the expanded rating code(s), if you want to also lock these ratings.
- 6** To unlock a rating code, select the code.
- 7** Select Done. Make sure the receiver is locked as described on page 33.

**From the History Vault - If it's November 1st, wish the movie ratings system a happy birthday because the Motion Picture Association of America introduced the system in 1968.**

### CREATING OR CHANGING CHANNEL LOCKS

You can lock any channel, including Pay-Per-View and off-air channels. This type of lock keeps anyone from viewing these channels unless they enter the correct password.



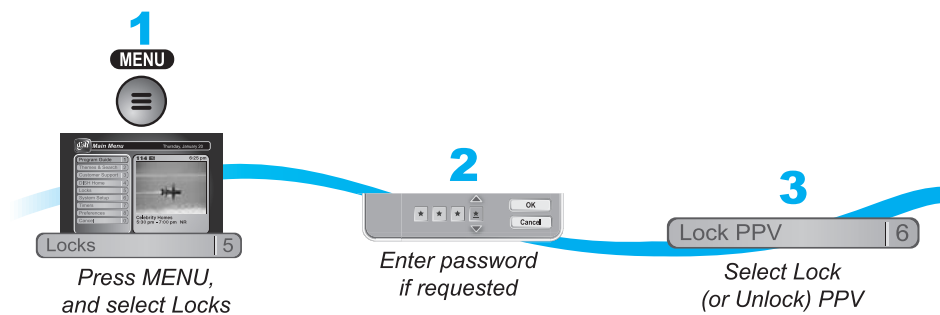
- 1** Press MENU and select Locks (5).
- 2** If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (\*) as you enter the digits of the password. Select OK.
- 3** Select Channel Locks (2).
- 4** Highlight and select each channel that you want to lock or unlock. Press UP or DOWN ARROW to highlight the channel. You can also move to each channel number using the NUMBER PAD. If the checkbox next to the channel has a checkmark, the channel is locked.
- 5** Select Done. Make sure the receiver is locked as described on page 33.

## Chapter 6

### Locking or Unlocking Pay-Per-View Channels

## LOCKING OR UNLOCKING PAY-PER-VIEW CHANNELS

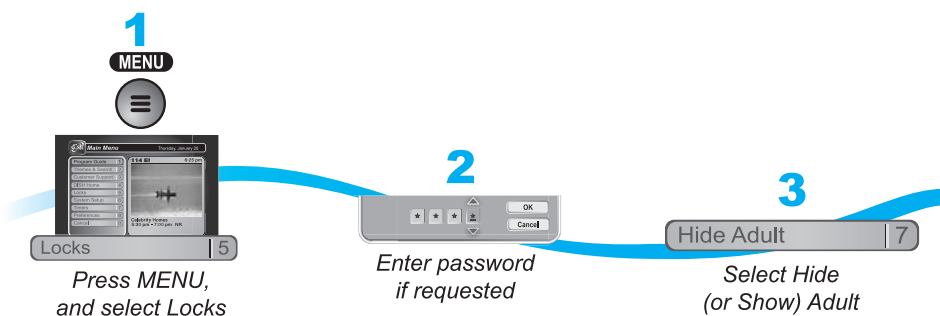
This locks all Pay-Per-View channels. This type of lock keeps anyone from viewing these channels by using the UP or DOWN ARROWS or the remote control NUMBER PAD. You also can lock individual Pay-Per-View channels by using channel locks.



- 1 Press MENU and select Locks (5).
- 2 If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (\*) as you enter the digits of the password. Select OK.
- 3 Select Lock PPV or Unlock PPV (6). Make sure the receiver is locked as described on page 33.

## HIDING ADULT CONTENT

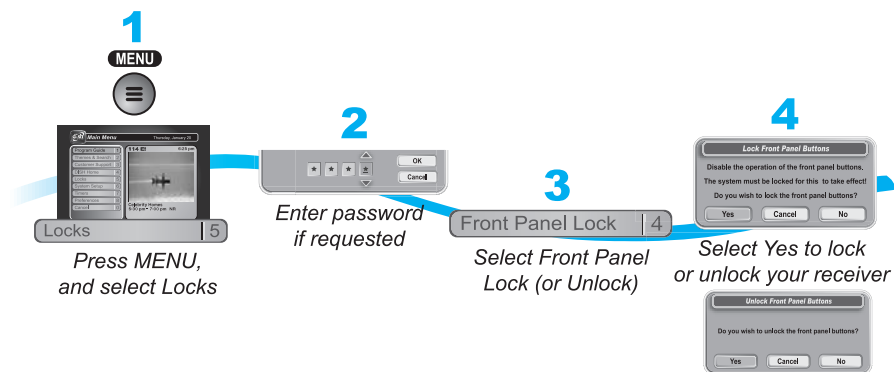
When you hide adult channels, you prevent the Program Guide, Themes lists, and the Browse Banner from displaying adult channels. It also prevents anyone from choosing these channels by using the UP or DOWN ARROWS or the remote control NUMBER PAD.



- 1 Press MENU and select Locks (5).
- 2 If the receiver is locked, enter the password using the NUMBER PAD. Select OK.
- 3 Select Hide Adult or Show Adult. Make sure the receiver is locked as described on page 33.

### LOCKING OR UNLOCKING THE FRONT PANEL

This lock keeps anyone from using the front panel buttons unless they enter the correct password, but it does not lock the remote control buttons.



- 1** Press MENU and select Locks (5).
- 2** If the receiver is locked, enter the password using the NUMBER PAD. The receiver displays stars (\*) as you enter the digits of the password. Select OK.
- 3** Select Front Panel Lock to lock or unlock the front panel.
- 4** Select Yes. To activate the Front Panel Lock, you must lock the receiver. Make sure the receiver is locked as described on page 33.

## Chapter 6

### Tips



### TIPS

- If the receiver displays a message prompting you to enter a password, the receiver is locked.
- When you lock a rating, you also lock all other more restrictive ratings. For example, if you lock PG 13 rated programs, then all programs with the R, NC-17, and NR/AO ratings are also locked.



### QUESTIONS

- **Why didn't a lock I set take effect?** You have to lock the receiver for any lock you set to take effect. See page 33 for details.
- **What do I do if I forget my password?** If you forget your password, you will need to speak with a Customer Service Representative.



## Interactive TV



### Chapter



#### Interacting with Your TV

Play games, shop, and get help from Customer Service! Use the information in this chapter learn about interactive services available on your satellite receiver.

- **dish home INTERACTIVE TV**
- **CUSTOMER SERVICE**

7

## Chapter 7

### DISH HOME Interactive TV

## dish home INTERACTIVE TV

Press DISH on the remote control to go to *dish home Interactive TV* features available with your service. Watch video from popular news, entertainment, and sports networks all on one screen. You can also select an icon from the bottom of the screen for customer support, news, shopping sports, games, and entertainment.



## CUSTOMER SERVICE

An important feature of your satellite TV receiver is Customer Support. This menu provides convenient access to your DISH Network account to review your statement, pay your bill, upgrade programming, and more. Make sure you connect an active phone line to your receiver.

Press MENU and then select Customer Support.



### TIPS

- Whenever you want to exit an interactive feature and return to watching programming, press VIEW LIVE TV and you'll be taken to the last channel you were watching.
- You can also get to Customer Support from *dish home*.

# Timers



## Chapter

# 8

### Setting Up and Using Timers

Have you found yourself having to make a choice between watching your favorite shows and living your life away from television? This chapter shows you how to set up to record future programs on a VCR so that you'll never miss your favorite shows.

- **TIMERS**
- **USING THE TIMERS LIST**
- **SETTING UP AN AUTOMATIC TIMER**
- **SETTING UP A MANUAL TIMER**
- **DELETING A TIMER**

## Chapter 8

### Timers

## TIMERS

A timer is your instruction telling the satellite receiver the programs you want to view in the future. For most VCR timers, you select a specific program on a specific channel, and tell the satellite receiver how often you want to record that program. Be sure to set up the receiver to control your VCR (see page 77).

### Timer Types

There are three types of timers:

- **VCR** - Records an event on a previously inserted tape for later viewing. Make sure you have your VCR connected and turned on when using this type of timer. Also, be sure to set up the receiver to tell the VCR to start/stop recording.
- **Auto** - Automatically changes the channel for live viewing of the event.
- **Reminder** - Creates an on-screen reminder when the event is about to air.

### Timer Frequency

Deciding how often you want to watch a program will help you make the best choice:

- **Once** - Records a program once (good for movies, sporting events, etc.).
- **Weekly** - Records a program once a week, at that time, on that channel.
- **Daily** - Records a program once a day, at that time, on that channel.
- **Monday-Friday** - Records a program once a day, Monday through Friday, at the selected time, on that channel.

### Timers List

Use the Timers List as described on page 44 to:

- View the general list of timers.
- Create a Manual timer.
- Edit a timer.

## When a Timer Starts a Recording



For two minutes before a timer starts a recording, the receiver may display a digital countdown on the TV screen. This symbol disappears when the program begins. While the symbol is displayed, you may do one of the following:

- Press CANCEL to clear the symbol from the TV screen. This does not stop the timer from starting.
- Press INFO or SELECT to see more information on the timer. If you do this, you have the following choices:
  - Select OK to continue with the timer.
  - Select Stop Timer to stop the timer.

**Note:** Pressing INFO about a timer event only works one time. Subsequently pressing INFO results in the current program's information being displayed in the normal way.

## When the Receiver is Off

If the receiver is off when a timer is scheduled, the receiver will:

- **VCR** - Turn on to record the event. Make sure you have your VCR turned on and a tape inserted when using this type of timer.
- **Auto** - Turn on for the event.
- **Reminder** - Turn on at the scheduled time. After a period of time, if you do nothing, the receiver will turn OFF.

## Special Considerations When Using Timers

- **For Locked Programs** - You must enter the receiver password before you can create an automatic timer. You can create a manual timer for a locked program without entering the password. However, if you do this, when the timer operates, the receiver may display only an error or password entry menu.
- **For Pay-Per-View Programs** - You must order a Pay-Per-View program when you create a timer for it.
- **For Blacked Out Programs** - If you set a timer for a program that is blacked out in your area, when the timer operates the receiver may display only an error.

## Chapter 8

### Using the Timers List

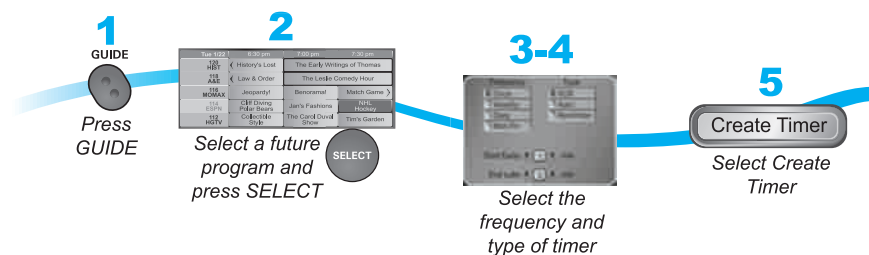
## USING THE TIMERS LIST



- 1** Press MENU and select Timers (7).
- 2** Select Timers. When the Timers screen opens, you can edit or delete the timers you have set.

## SETTING UP AN AUTOMATIC TIMER

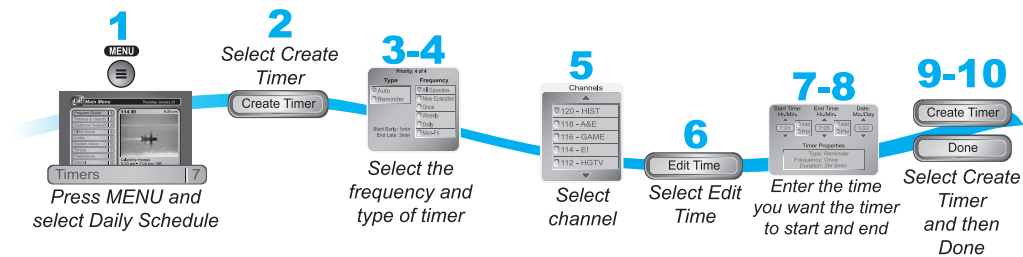
You can create an automatic timer for a future event. The following instructions explain the simplest way to set up an automatic timer.



- 1** Find the future program you want to record using the Program Guide or Browse Banner. The program can be a satellite or off-air program (see page 77 for instructions on connecting an off-air antenna to your receiver). Note that this feature may not work with all off-air channels.
- 2** Select the future event. The Create Timer screen displays.
- 3** Select the Timer Frequency (see page 42 for more details).
- 4** Select a Timer Type (see page 42 for more details).
- 5** Select Create Timer to finish making the new timer.

## SETTING UP A MANUAL TIMER

A manual timer lets you set custom start and stop times for a timer.



- 1** Press MENU and select Timers (7).
- 2** Select Create Timer.
- 3** Select the Timer Frequency (see page 42 for more details).
- 4** Select a Timer Type (see page 42 for more details).
- 5** Select the channel (satellite or off-air). Use the UP/DOWN ARROWS, PAGE UP/DOWN, or NUMBER PAD to find the channel.
- 6** Select Edit Time.
- 7** Set the Start Time and End Time, include AM/PM for each.
- 8** Set the Date.
- 9** Select Create Timer.
- 10** Select Done.

8

## DELETING A TIMER

When you no longer need a timer, you can delete it.

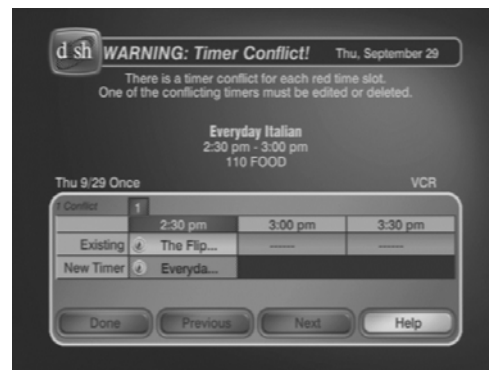


## Chapter 8

### Overlapping Timers

## OVERLAPPING TIMERS

If you try to create event timers for overlapping programs, the receiver displays a screen with the dates and times of both programs. The receiver also displays this screen if a program time has changed, causing one timer to overlap another. You must delete or edit one of the timers.



### TIPS

- It's very important to leave the receiver enabled to receive updates. By doing this, the receiver can have the latest software and Program Guide information. Make sure the Updates feature is enabled as described on page 66.
- If your VCR does not respond to the receiver's commands, see if you accidentally left the protective film on the receiver's front panel.



# Remote Control



## Personalizing Your Remote Control

### Chapter

# 9

Great! Another remote control is the last thing you need, right? Well, this remote could be *the* last remote you'll ever need. Use the information in this chapter to learn more about using your remote to control much more than just your receiver.

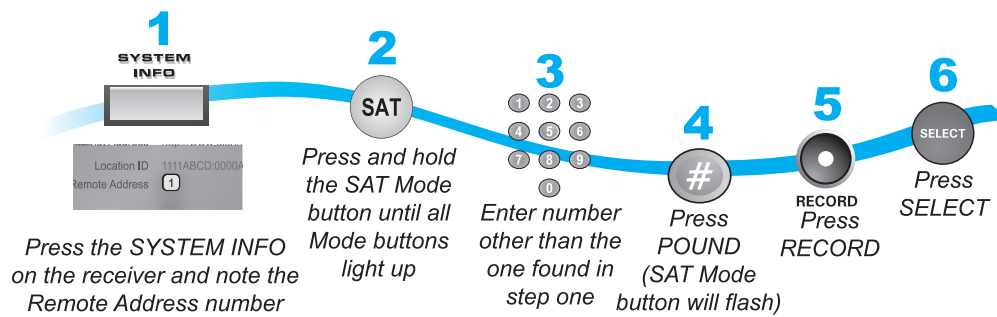
- **CHANGING THE ADDRESS**
- **CHECKING THE REMOTE CONTROL ADDRESS**
- **CONFIRMING REMOTE CONTROL OPERATION**
- **CONTROLLING OTHER COMPONENTS**
- **RECOVER BUTTON**

## Chapter 9

### Changing the Address

## CHANGING THE ADDRESS

Use the following procedures to change the remote control address.



- 1 Press SYSTEM INFO on the receiver's front panel. The System Information screen displays and shows the Remote Address.

Write down the address shown: \_\_\_\_\_

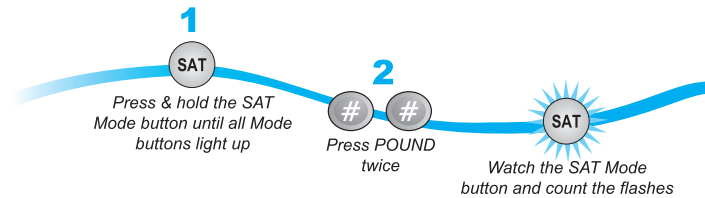
- 2 Press and hold SAT on your remote control for about three seconds, until all of the mode buttons light up, and then let go of SAT.
- 3 Use the NUMBER PAD to enter any number between 1 and 16, but not the one you wrote in step 1.
- 4 Press POUND (#). If you entered the address correctly, SAT will flash three times.

Write down the number you entered: \_\_\_\_\_

- 5 Press RECORD. Make sure the Remote Address you see on the System Information screen is the same as the one you entered in step 3. If it isn't, the remote cannot control the receiver.
- 6 Press SELECT to close the System Information screen.

## CHECKING THE REMOTE CONTROL ADDRESS

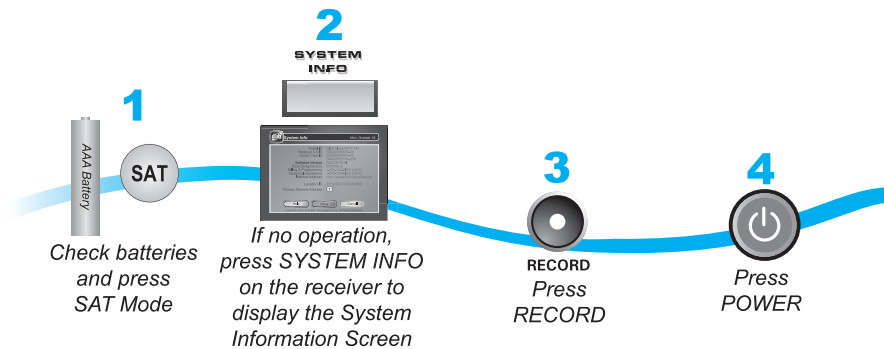
You can see what address is programmed on the remote control by completing the following instructions.



- 1 Press and hold the SAT mode button for three seconds, until all of the mode buttons light up, and then let go of the SAT button.
- 2 Press POUND (#) twice. The SAT mode button will flash the same number of times as the address number (for example, three flashes means address 3).

## CONFIRMING REMOTE CONTROL OPERATION

Complete the following to make sure the remote operates the receiver:



- 1 Make sure the remote has fresh batteries and is in SAT mode.
- 2 Press SYSTEM INFO on the receiver front panel to display the System Info screen.
- 3 Press RECORD on the remote control. The address in the System Info screen changes to match the address preset in your remote control.
- 4 Press POWER on the remote control to turn on/off the receiver.

## Chapter 9

### Controlling Other Components

## CONTROLLING OTHER COMPONENTS

To use the remote to control other devices (such as a TV, VCR, DVD player, tuner, amplifier, or DISH Network satellite receiver), you must first program it to control these other devices. You can do this by either following the instructions in *Setting Up Using Device Code Tables* on page 51, or the *Setting Up Using Device Codes Scan* procedure described on page 52.

### Remote Control Modes

Use the remote control's mode buttons, SAT (satellite receiver), TV (for a TV), VCR (for a VCR or a DVD player), and AUX ("auxiliary," for a second TV, a VCR, a tuner, an audio amplifier, or a second DISH Network satellite receiver) to set the remote to the right mode for the device. To change the mode, press the button for the device you want the remote to control. The mode button lights for two seconds to show you've set the remote to that mode.

### Limited Mode

You can program your remote control in Limited Mode to keep from accidentally changing the channel on your TV or VCR. When you use the remote to control your TV in Limited Mode, you will only be able to use POWER, MUTE, and VOLUME. Also, when you use the remote to control your VCR in Limited Mode, you will only be able to use POWER and the VCR function buttons.

### Turning Limited Mode On and Off

The section *Setting Up Using Device Code Tables* has a step that tells the remote control to go into Limited Mode. Here's a simple way to turn Limited Mode on and off anytime:

- 1** Press and hold the mode button (for example, TV) until all of the mode buttons light. Release the button.
- 2** Press:
  - PAGE UP to turn Limited Mode on.
  - PAGE DOWN to turn Limited Mode off.
- 3** Press POUND.

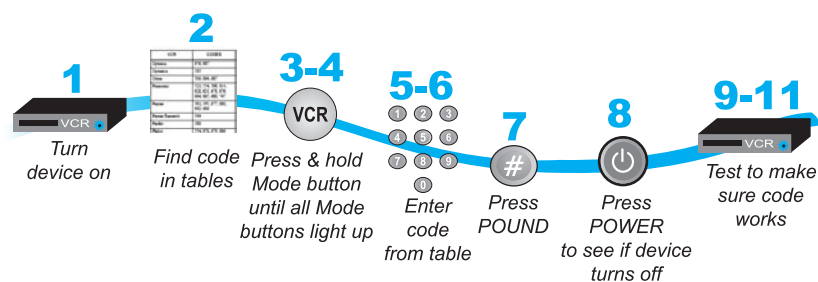
**Note:** Limited Mode is not used with amplifiers.

### Combination Devices

If you are programming the remote to control a combination device, such as a TV/VCR or a TV/DVD, program the remote control in one mode, and then repeat the procedure in the other mode. For example, to program the remote to control a TV/VCR using code 748, follow the instructions to program the remote to control the TV using code 748, and then repeat the instructions for the VCR using the same code.

# Setting Up Using Device Code Tables

You can set up the remote to control other devices using the device codes listed on page 98. In the instructions below, the column on the left contains the instructions and the column on the right provides additional information.



Instructions	Additional Information
1 Turn the device on.	Use the device's front panel buttons or its remote control.
2 Find the brand name of the device in the tables starting on page 98.	If the brand isn't listed, see <i>Setting Up Using Device Codes Scan</i> on page 52.
3 Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.
4 <i>For AUX mode only.</i> Press 0 for a second TV, or 1 for a second VCR, or 2 for a tuner, or amplifier.	This step is for programming which kind of device that should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 5.
5 Enter one of the three-digit device codes from the table using the number buttons.	The three-digit device code should be for the brand name of your device that you found in step 2.
6 If you want to program Limited Mode, press PAGE UP. If not, skip to step 7.	See <i>Limited Mode</i> for more information.
7 Press POUND (#).	If you entered the code correctly, the mode button flashes three times.
8 Press POWER to turn off the device. If the device does not turn off, go to step 10.	If the code works, the device should turn off.
9 Turn the device back on and try some other buttons to make sure they work. If the code works for other buttons, stop here.	Sometimes POWER works when other buttons don't.

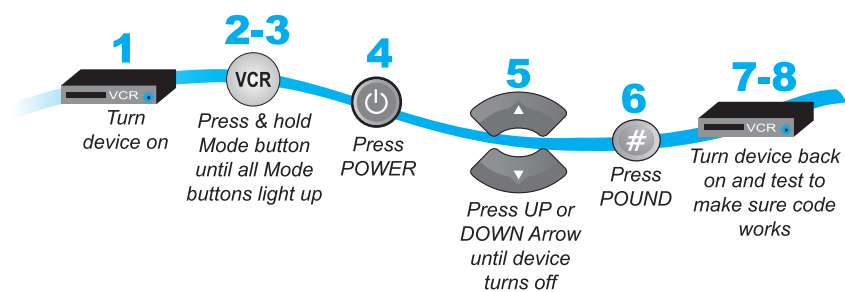
Chapter 9

Controlling Other Components

Instructions	Additional Information
<b>10</b> If the code doesn't work, redo steps 3 through 9 with another device code from the tables.	Try every code listed for your brand until one works for your device.
<b>11</b> If you can't find a code that works try, <i>Setting Up Using Device Codes Scan</i> that follows.	

Setting Up Using Device Codes Scan

If the code for your device is not listed in the tables starting on page 98, use this procedure to scan the remote control's memory for the device code. In the instructions below, the column on the left contains the instructions and the column on the right provides additional information.

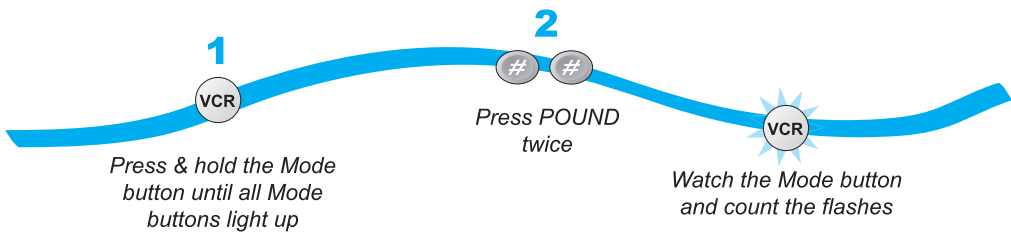


Instructions	Additional Information
<b>1</b> Turn the device on.	Use the device's front panel buttons or its remote control.
<b>2</b> Press and hold the mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.
<b>3</b> <i>For AUX mode only.</i> Press 0 for a second TV, or 1 for a second VCR, or 2 for a tuner, or amplifier. Then press the STAR (*) button.	This step is for programming which kind of device that should be programmed in AUX mode. If you're not programming in AUX mode, skip to step 4.
<b>4</b> If you want to program Limited Mode, press PAGE UP. If not, skip to step 7.	See <i>Limited Mode</i> for more information.
<b>5</b> Press POWER.	This puts your remote in the scan mode.

Instructions	Additional Information
6 Press the UP or DOWN ARROW repeatedly until the device turns off.	As you press the UP or DOWN ARROW, the remote tries each code in the memory to see if it can turn off your device. When the device turns off, you have found a code that might work. <b>Note:</b> The mode button for the device will flash rapidly eight times when you've scanned all the codes for that device.
7 Press POUND (#).	The mode button flashes three times if you have entered the code correctly. This stores the code you found.
8 Turn the device back on and try some other buttons to make sure they work.	Press POWER to turn the device back on. Try some other buttons to make sure they work. Sometimes POWER works when other buttons don't.
9 If necessary, repeat this procedure until you've tried all the codes.	You may need to repeat the scan to find the best code for your device.

Reading Out the Device Codes

You can find out what device code you've set for each remote control mode (TV, VCR, and AUX).



Instructions	Additional Information
1 Press and hold the appropriate mode button until all the other mode buttons light up, and then let go of the button. The mode button flashes.	For example, hold TV for a TV until all of the other mode buttons light. When you let go, TV will flash.

## Chapter 9

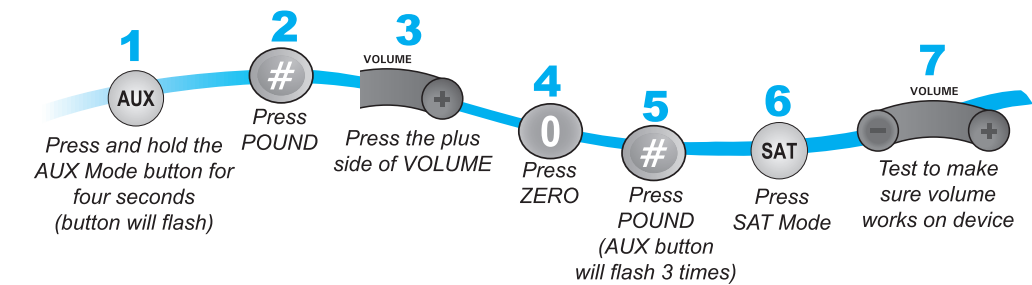
### Controlling Other Components

Instructions	Additional Information
<p><b>2</b> Press POUND (#) twice. Watch the mode light to determine your code. The mode button flashes the number for each digit of the device code, with a pause between the groups of flashes. A quick flash is for zero.</p> <p>For AUX mode: The first group of flashes tells you what the AUX mode controls. A quick flash (zero) before the three-digit code is for a TV; one regular flash is for a VCR; and two flashes is for a tuner, or amplifier.</p> <p>For a satellite receiver programmed in AUX mode: The AUX mode button will flash the same number of times as the address number.</p> <p>For Limited Mode: If you have programmed a TV or VCR in Limited Mode, the mode button flashes once at the end of the flash sequence.</p>	<p>For example, if the code is 570, the mode button flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.</p> <p>For example, if the TV code is 570, the AUX mode button flashes once quickly (indicating 0 for TV), pauses, flashes five times, pauses, flashes seven times, pauses, and flashes once quickly.</p> <p>For example, if the receiver address is 3, the AUX mode button flashes three times.</p> <p>For example, if the TV code is 570, the AUX mode button flashes once quickly (indicating 0 for TV), pauses, flashes five times, pauses, flashes seven times, pauses, flashes once quickly, and then flashes once (indicating Limited Mode).</p>

## Switching Between TV and Device Volume Control

When you set up the remote to control a TV, the mute and volume buttons control the TV volume. However, if you want to use the AUX mode to control a tuner or amplifier and the device has a volume setting, you can set up the remote to control the device's volume instead of the TV volume. Be sure to set up the remote to control a device in AUX mode before using this feature.

To set the remote to control the device's volume:



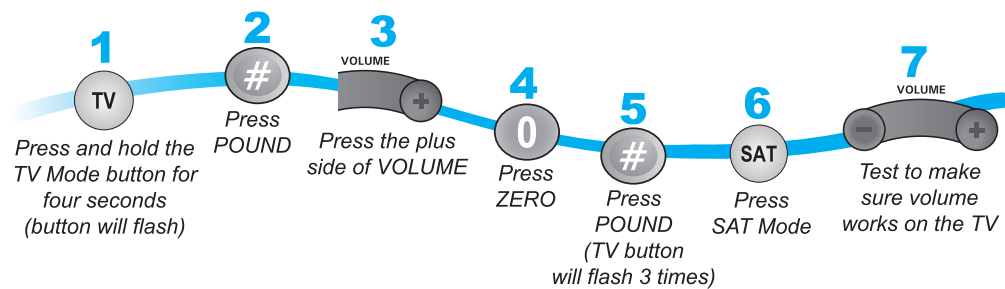


## Remote Controls

### Controlling Other Components

- 1 Press and hold AUX for four seconds, and then let go of it. AUX will blink.
- 2 Press POUND (#).
- 3 Press the plus (+) side of VOLUME.
- 4 Press ZERO (0).
- 5 Press POUND (#). AUX flashes three times.
- 6 Press SAT.
- 7 Press the plus (+) and minus (-) sides of VOLUME. The device's volume changes and AUX lights instead of TV.

To set the remote back to control the TV volume:



- 1 Press TV for four seconds, and then let go of it. TV will blink.
- 2 Press POUND (#).
- 3 Press the plus (+) side of VOLUME.
- 4 Press ZERO (0).
- 5 Press POUND (#). TV flashes three times.
- 6 Press SAT.
- 7 Press the plus (+) and minus (-) sides of VOLUME. The TV's volume changes and TV lights instead of AUX.

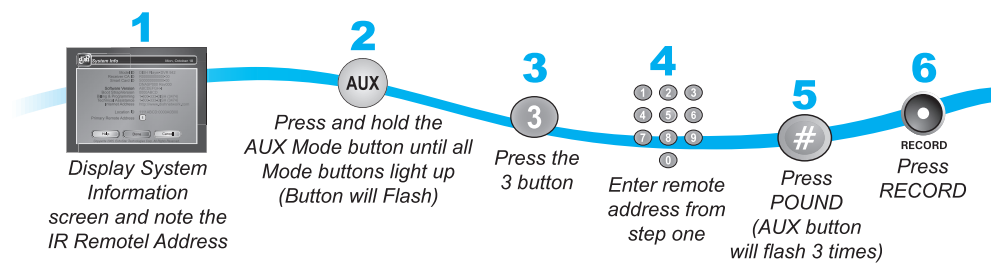
## Chapter 9

### Controlling Other Components

## Programming to Control a Second Satellite Receiver

If you have another DISH Network satellite receiver installed, you can use this remote in AUX mode to control it along with your new receiver. When you program the remote to control this other receiver, the remote will send out IR signals to the receiver. You can program the remote to control any other DISH Network satellite receiver, except for the following:

- TV2 on DISH 322, DISH Player-DVR 522, 625, and 942
- DishPlayer 7100/7200



- 1 Turn on the other receiver and display the System Info screen (see the user's guide for information on how to display the screen).  
Write the address shown: \_\_\_\_\_
- 2 Press and hold AUX until all the other mode buttons light up, and then let go of the button. AUX flashes.
- 3 Press the 3 button.
- 4 Use the NUMBER PAD to enter the address you wrote in step 1.
- 5 Press POUND (#). AUX blinks three times.
- 6 Press RECORD to make sure the address and the remote matches the address on the receiver.
- 7 Press AUX and then try operating the other receiver.

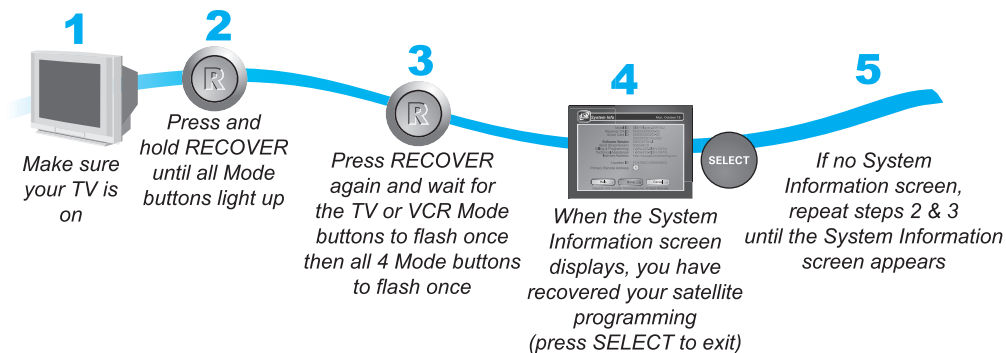
## RECOVER BUTTON

Use RECOVER if you accidentally change the channel or video input on your TV and cannot get the picture back from your satellite receiver. When you press RECOVER as described below, the remote control sends commands to your TV to change channels or video inputs to try to get you back to watching satellite programming. This procedure works only if you have accidentally changed the TV channel or video input. It does not recover lost satellite signal (See *Troubleshooting* on page 86 for information on solving problems).

**Note:** The remote must be programmed to control the TV (and VCR, if applicable) for RECOVER to work as described.

**Note:** RECOVER will first try to tune your TV to channel 3, then channel 4, and then other video inputs with each press of RECOVER. You may need to press RECOVER up to 30 times to recover your satellite TV video.

- The following setup is required to use RECOVER:
- The remote control must be set up to control the TV and, if installed, the VCR.
- If a VCR is installed, make sure it is connected as shown on page 76.



- 1** Make sure the TV is on.
- 2** Press and hold RECOVER until all four mode buttons light, and then let go of the button. The SAT mode button flashes twice and then all four mode buttons flash three times.
- 3** Press RECOVER. Wait for the TV or VCR mode button to flash once and then all four mode buttons to flash once.
- 4** If you see the System Info screen, press the Select button to close the screen. You have recovered your satellite video.
- 5** If you do not see the System Info screen, repeat steps 3 and 4 until you have recovered your satellite video.

**Note:** Press any remote control button other than RECOVER to end this procedure.

## Chapter 9

### Tips

**From the History Vault - Robert Adler invented the first wireless TV remote control for Zenith. The "Zenith Space Command" brought the "clicker" into American homes (and vocabularies) in 1956.**



### TIPS

- If you don't want to accidentally change channels on your TV or VCR, try programming the remote control in Limited Mode as described on page 50.
- Be sure to put the remote control back in SAT mode whenever you're finished watching TV.



### QUESTIONS

- **My remote doesn't control my receiver or other components. What should I do?**
  - Put the remote control is in the correct mode (page 50).
  - Check the remote control address (pages 49 and 53).
  - Check the batteries (page 8).



## Receiver Customization

### Chapter

#### Personalizing Your Satellite Receiver



Take a look through this chapter and you'll find out how to change settings on the receiver to make it just the way you like it. As an added bonus, if you find out that you don't like how it turned out, you can reset the receiver to the way it was when you got it.

Here's what's in this chapter:

- **USING CALLER ID**
- **CHANGING LANGUAGES**
- **USING CLOSED CAPTIONING**
- **USING DOLBY® SURROUND SOUND**
- **CHANGING THE PROGRAM GUIDE ORDER**
- **CHANGING THE GUIDE DISPLAY**
- **RESETTING TO FACTORY DEFAULTS**
- **SCHEDULING RECEIVER UPDATES**

# Chapter 10

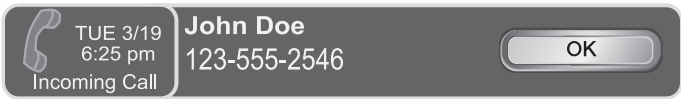
## Using Caller ID

### USING CALLER ID

Caller ID displays on your TV the names of people and/or telephone numbers as they call you if you subscribe to Caller ID from your local phone company. To use this feature, make sure you have a phone line connected to the receiver and that the Caller ID feature is enabled.

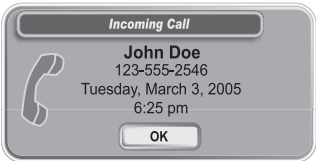
### Caller ID Screens

When you receive a call, you will see a Caller ID popup screen.



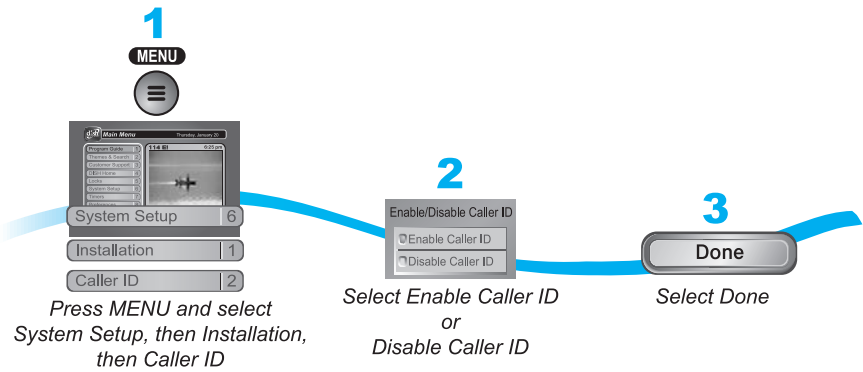
You can select OK to eliminate the message. If you do nothing, it will disappear after 20 seconds.

If you are using a menu when a call comes in, you will see a different Caller ID popup screen.



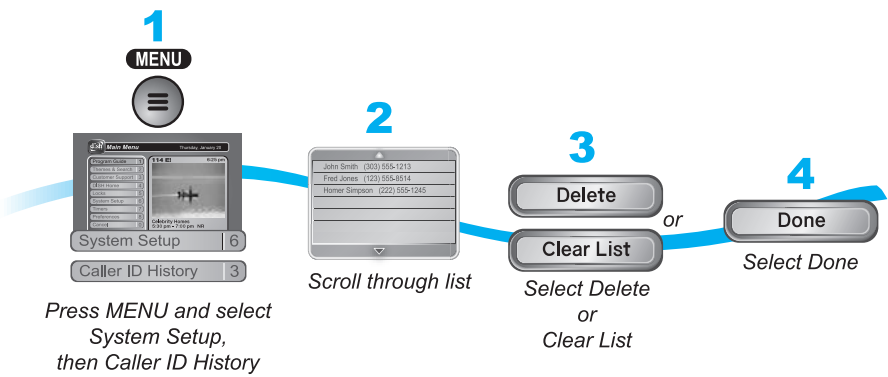
### Setting Up Caller ID Display

Use these instructions to enable or disable Caller ID.



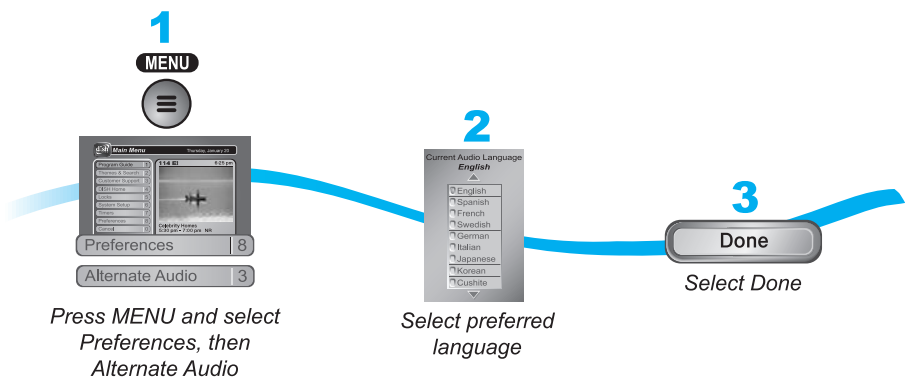
Using Caller ID History

Use the following instructions to view and delete numbers from your Caller ID History.



CHANGING LANGUAGES

You may be able to change the language of some programs. An alternate language may not be available for all programs. Some programs, such as movies, indicate at the beginning whether an alternate language or descriptive video is available. An alternate language applies only to the audio part of a program and does not change the language used in the menus displayed by the receiver. Descriptive video—not included on all channels and programs—is a feature for the visually impaired that describes what is happening during a program.



**Note:** If a program contains descriptive video, select Alternate.

## Chapter 10

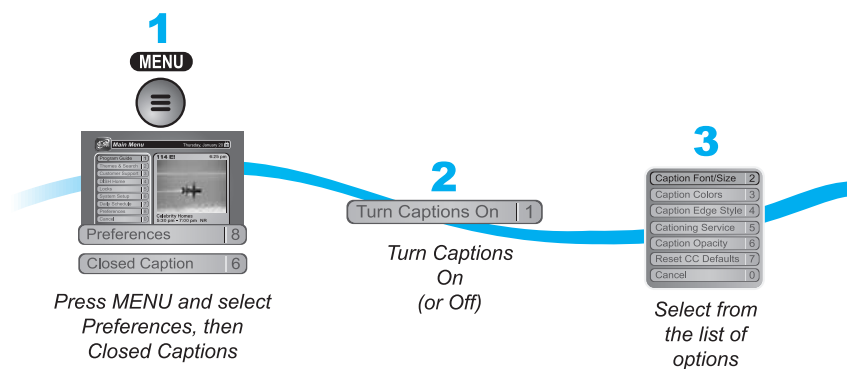
### Using Closed Captioning

## USING CLOSED CAPTIONING

The receiver supports a variety of closed captioning formats. If turned on in the receiver, closed captioning is displayed by the receiver through the HDTV Digital Audio/Video and YPbPr outputs for each format.

The TV SET OUT, RCA video, and S-VIDEO receiver outputs provide closed captioning information in the audio/video signal. However a closed-captioning compatible TV is required to decode and display the captioning information the screen. Standard definition display of closed captioning is a function of the TV and not the receiver. Refer to your TV manual for enabling and setting up these closed captioning options.

**Note:** While the Program Guide information might show "CC" for a program, closed captioning information is provided by programmers and guide data providers to Dish Network. Therefore, while best efforts are made to provide the most accurate information, DISH Network is not ultimately responsible for the accuracy of Program Guide and Closed Captioning information provided by others.



- 1 Press MENU, select Preferences (8), and then Closed Captions (6).
- 2 Select Turn Captions On. The option will change to read Turn Captions Off.
- 3 Select your options:
  - **Caption Font/Size** - Select the font and size that makes the captioning comfortable to read. When finished making changes, select Done.
  - **Caption Colors** - Sets the background, letter, and edge colors. Choose the color combinations that makes the captioning easy to see. When finished making changes, select Done.
  - **Caption Edge Style** - Sets the edge style of the closed captioning text. When finished making changes, select Done.
  - **Captioning Service** - Selects the service you want to use. When finished making changes, select Done.
  - **Caption Opacity** - Choose from Provider, Transparent (see-through), Translucent (semi-see-through), Solid, and Flashing. When finished making changes, select Done.
  - **Reset CC Defaults**.

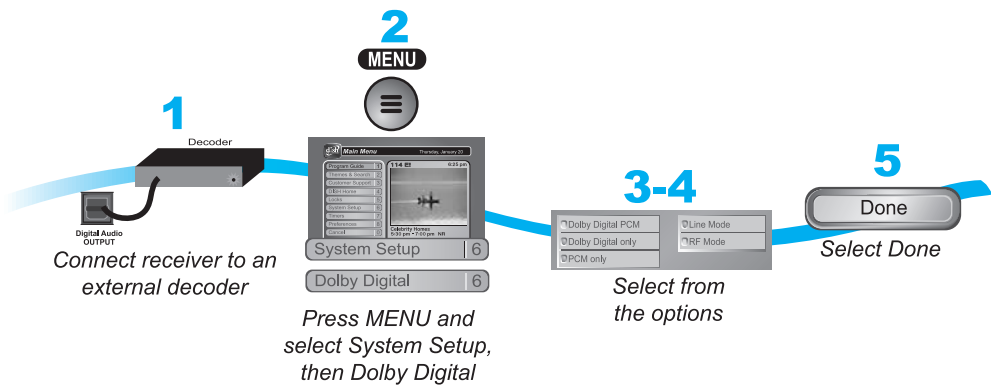


USING DOLBY® SURROUND SOUND

Dolby Digital gives you the capability to enjoy programs in surround sound. An external decoder is required to enjoy this feature. Refer to your decoder user's guide.

**Note:** Not all programs contain a Dolby Digital sound track.

The receiver uses an optical port for outputting digital audio. The optical output can provide two audio data types: Dolby Digital and Linear PCM (only Dolby Digital can provide full 5.1-channel sound).



- 1 Connect an external Dolby Digital decoder to the receiver's back panel Digital Audio Output using an optical cable (available at consumer electronics stores).
- 2 Press MENU, select System Setup (6), and then Dolby Digital (6) to open the Dolby Digital Setup screen.
- 3 Select one of the following optical output options:
- **Dolby Digital Only** - Select this option if the stereo system or amplifier can decode only Dolby Digital and will not process Linear PCM signals. See your amplifier's owner's manual for more details on the amplifier (and see the following table).
  - **PCM Only** - Select this option only if the stereo system or amplifier cannot decode Dolby Digital signals.
  - **Dolby Digital/PCM** - Select this option only if the stereo system or amplifier can decode both Dolby Digital and Linear PCM signals.

The audio output is also dependent on what is present in the program you are watching. The table below shows what type of output you will hear:

Optical Output Setting	Signal Present in Program		
	Dolby Digital	PCM	Both
Dolby Digital Only	Dolby Digital	PCM	Dolby Digital
PCM Only	PCM (downmix)	PCM	PCM
Dolby Digital/PCM	Dolby Digital	PCM	Dolby Digital

## Chapter 10

### Changing the Program Guide Order

**Note:** When both audio signals are present in the program, the receiver defaults to Dolby Digital output unless you have selected PCM Only.

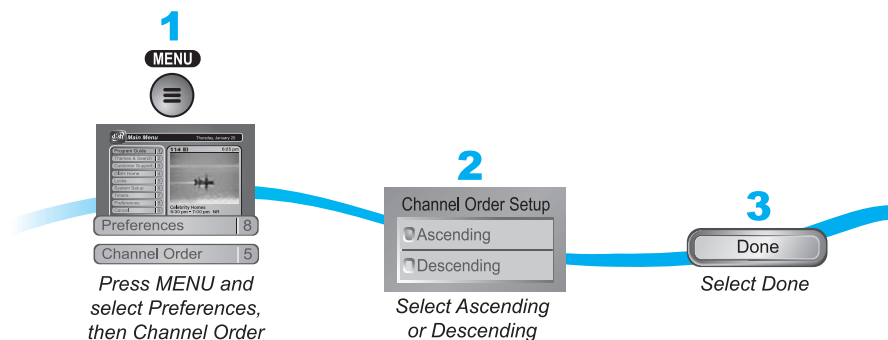
**Note:** If you have selected Dolby Digital Only but there is only PCM audio in the program, you will hear nothing. This also applies to the analog audio outputs.

- 4 Select one of the following:
  - **Line Mode.** When you use this setting, in comparison to RF Mode, the dynamic range is wider, which makes the music and loud noises louder, but voices quieter.
  - **RF Mode.** When you use this setting, in comparison with Line Mode, the dynamic range is narrower, which makes music and loud noises quieter, but voices louder.
- 5 Select Done.

## CHANGING THE PROGRAM GUIDE ORDER

You can set up the Program Guide to list channels in descending order, with the highest channel number at the top, or in ascending order, with the highest channel number at the bottom.

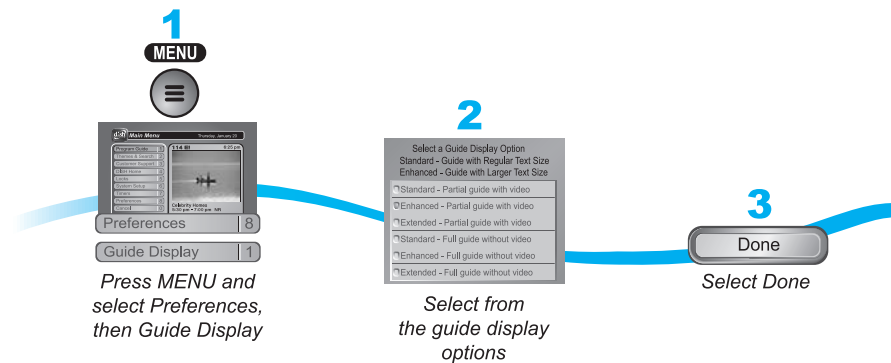
**Note:** If you do not set a channel order, the Program Guide lists the channels in descending order.



- 1 Press **MENU**, select **Preferences** (8), and then **Channel Order** (5).
- 2 Select **Ascending** or **Descending**.
- 3 Select **Done**.

## CHANGING THE GUIDE DISPLAY

The receiver comes set to display the Program Guide with video in the upper right corner. However, you can change the way the Program Guide displays.



- 1** Press **MENU**, select **Preferences** (8), and then **Guide Display** (1).
- 2** Select one of the following options:
  - **Standard - Partial Guide with Video.** This option is preset when you first set up the receiver. The Program Guide displays video in the upper right corner and 1.5 hours of schedule per page.
  - **Enhanced - Partial Guide with Video.** Choose this option if you'd like larger text on your Program Guide. The Program Guide displays video in the upper right corner and one hour of schedule per page.
  - **Extended - Partial Guide with Video.** Choose this option if you'd like to see video in the upper right corner and three hours worth of schedule per page on the Program Guide.
  - **Standard - Full Guide without Video.** Choose this option if you'd like to see more channels per page on the Program Guide.
  - **Enhanced - Full Guide without Video.** Choose this option if you'd like to see more channels per page in large text on the Program Guide.
  - **Extended - Full Guide without Video.** Choose this option if you'd like to see more channels and three hours of schedule per page on the Program Guide.
- 3** Select **Done**.

## Chapter 10

### Resetting to Factory Defaults

## RESETTING TO FACTORY DEFAULTS

You can reset the receiver to discard any changes you have made to the receiver, except for remote control address settings and locks. Resetting the receiver to factory default settings also discards all Favorite Lists except the All Chan and All Sub lists.

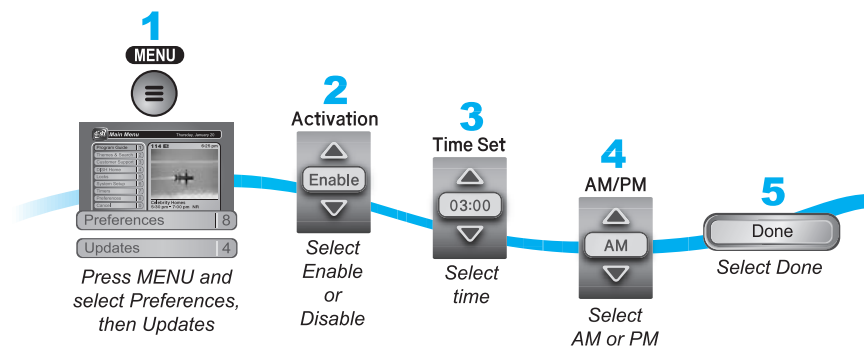
If you have set any locks on the receiver, and the receiver is locked, these locks will be kept. If the receiver is unlocked, your locks will be lost. You cannot reset the receiver to default settings to discard a password you have forgotten. No one but a Customer Service Representative can reset the receiver to bypass a receiver lock.

- 1 Press MENU, select System Setup (6), and then Factory Defaults (5). The receiver displays a Warning message to confirm that you want to reset the receiver's preferences.
- 2 Select Yes.

## SCHEDULING RECEIVER UPDATES

The receiver comes scheduled to update the Program Guide at 3:00 am every day. This section describes how to change the Updates settings.

**Note:** This feature does not interfere with scheduled timers.





### TIPS

- To take full advantage of Dolby Digital 5.1 surround sound, you need an optical cable and a stereo that supports this feature.
- Be sure to have the receiver connected to an active phone line and have Caller ID service from your phone company to use the Caller ID feature on this receiver.



### QUESTIONS

- **How can I see who has called me recently?** Open your Caller ID History by pressing MENU, select System Setup (6) and then Caller ID History (3) on your remote control.
- **Why is my audio in another language?** You may have selected an alternate language. See the instructions on page 61 to change your preferred language.
- **How can I change the channel order in the Program Guide?** You can switch from ascending order (lowest to highest) or descending order (highest to lowest) by following the instructions on page 64.

## Chapter 10

Questions

Notes



## Connections and Setup

### Chapter



#### How to Connect Your Satellite Receiver

Do you have a handful of cables and a head full of questions? This chapter is the perfect place to find out how to connect the receiver to all kinds of equipment. You'll find this chapter particularly helpful if you decide to move your receiver or if you get a new TV, VCR, or DVD player.

- **CONNECTING TO A TV**
- **CONNECTING TO YOUR DISH ANTENNA**
- **CONNECTING THE PHONE LINE**
- **CONNECTING A VCR**
- **CONNECTING OFF-AIR ANTENNA/CABLE TV**
- **USING TROUBLESHOOTING TOOLS**

## Chapter 11

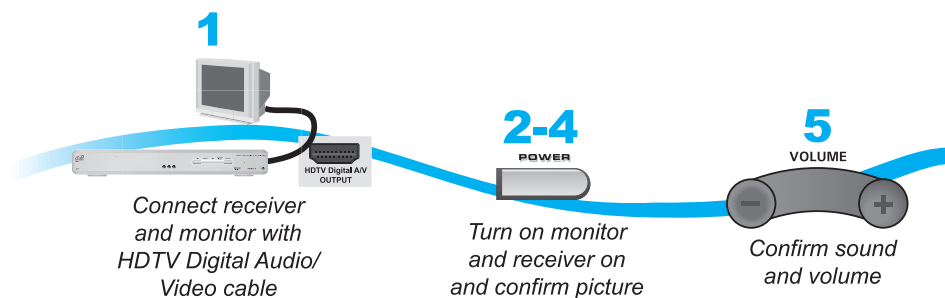
### Connecting to a TV

## CONNECTING TO A TV

This section describes how to connect receiver output ports to a TV. You can connect the receiver to a standard definition (SD) TV or a high definition TV (HDTV). Select one of the following methods.

### HDTV Digital Audio/Video Connections

The HDTV Digital Audio/Video connection provides high-quality audio and video to your HDTV or HD Monitor in one cable.



- 1** Connect an HDTV Digital Audio/Video cable between the HDTV Digital Audio/Video connection on the receiver and HDTV set or monitor. You may need to use an adapter.
- 2** Turn on your receiver and TV using the front panel buttons.
- 3** Confirm that you are getting a picture from the receiver. Consult your HDTV user's guide if you need to change your HDTV to display from the Digital Audio/Video input.
- 4** If you do not see a picture, see *No Picture on the HDTV* on page 71.

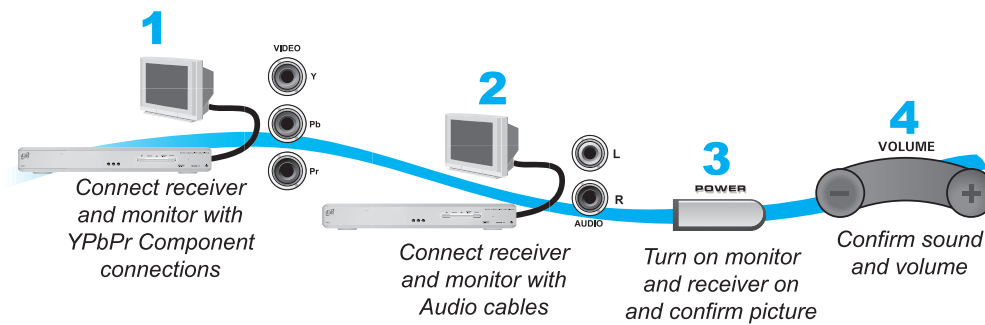
**Note:** In most cases connecting the Digital Audio/Video cable will provide plug-and-play control of the monitor's display resolution and other settings. However, your HDTV may require selecting a different format to display from the receiver during setup.

- 5** Turn up the volume on your HDTV and confirm you have sound. If you don't have sound, your system may require you to connect audio (red and white) RCA-type cables between the receiver Audio Outputs and audio input connections.



## YPbPr Connections

The YPbPr connections provide high-quality audio and video to your HDTV or HD monitor.



- 1** Connect between the YPbPr component connections on the receiver and the HDTV using component video cables.
- 2** Connect audio (red and white) RCA-type cables between the receiver Audio Outputs and audio input connections that go with the YPbPr connectors on your HDTV or monitor.
- 3** If you do not see a picture, change the resolution setting on the receiver.
- 4** Turn up the volume on your HDTV and confirm you have sound. Check the RCA-type connections if you don't have sound.

## No Picture on the HDTV

This section will help you make a picture on the HDTV in the event that you could not do so in the previous sections.

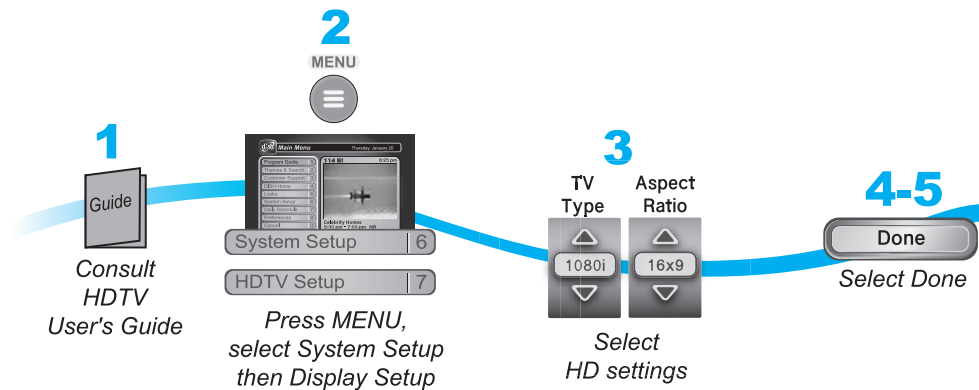
- 1** Connect RCA-type cable connections between the receiver Out and the HDTV.
- 2** Make sure the receiver and HDTV are on.
- 3** Make sure the HDTV is set to display satellite TV. Look on the back of your HDTV and consult your HDTV user's guide.
- 4** On the receiver front panel, press SYS INFO.
- 5** Change the HDTV settings as described on page 72.
- 6** Switch to the HDTV to display satellite TV. If you have a picture, you are finished.
- 7** Repeat steps 5 and 6 until the HDTV displays video from the receiver.

## Chapter 11

### Connecting to a TV

## Setting Up to Display in HD

Once the receiver has been activated with qualifying DISH Network programming, you will be able to receive HD programs to watch. Use the following steps to select the desired HDTV format.



- 1** Consult your HDTV user's guide for the HD format resolution that the TV supports (1080i or 720p).
- 2** Press MENU, select System Setup (6), and then HDTV Setup (7) to open the receiver HDTV Setup screen.
- 3** While in this menu, select the Aspect Ratio option that matches your TV:
  - 16x9 is the setting for wide screen HDTV display.
  - 4x3 #1 is the setting to use on a 4x3 TV which uses vertical compression. When fed with a 16x9 program, a compatible TV automatically makes the picture letterbox format (black bars top and bottom), to preserve the correct horizontal and vertical proportions.
  - 4x3 #2 is the setting to use on a 4x3 TV which does NOT have internal vertical compression. When fed with a 16x9 program, such a TV will not show black bars at the top and bottom, and the picture will appear tall and skinny.
- 4** Press Done.
- 5** If required, set up the HDTV to display in the format you desire. Some HDTVs will automatically adjust to the resolution setting of the receiver.

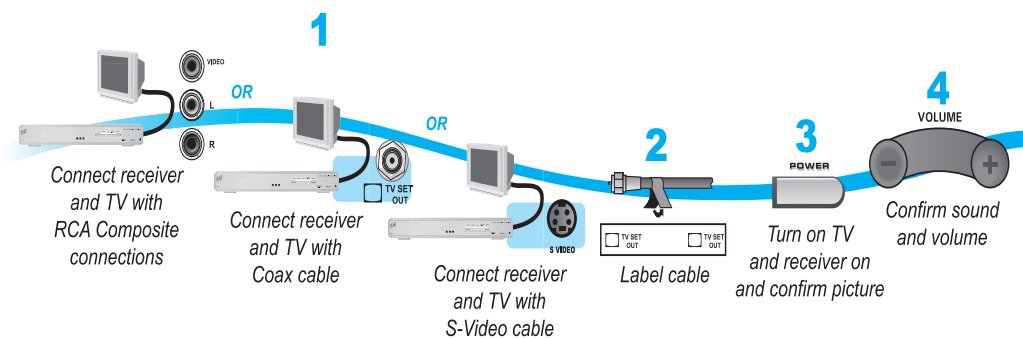
## Connections and Setup

### Connecting to Your Dish Antenna

## Standard Definition TV Connections

You can connect the receiver to a standard definition TV in two ways:

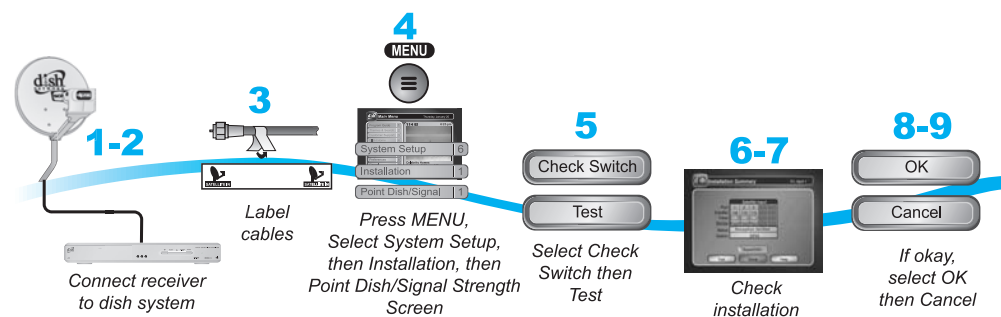
- RCA Audio/Video connections
- TV SET OUT



- 1 Connect the receiver to the TV using one of the following:
  - RCA Audio/Video connection
  - S-Video and RCA Audio (Red and White)
  - TV SET OUT
- 2 If using the TV SET OUT connection, peel off the white sticker and affix it to the cable close to where it connects to the TV SET OUT connection on the back of the receiver. The sticker is in the front cover of this guide.
- 3 Turn on the TV and receiver to make sure you have a picture.
- 4 Turn up the volume on the TV to make sure you have audio.

## CONNECTING TO YOUR DISH ANTENNA

Use the instructions here if you are connecting a receiver into an existing satellite TV system.



## Chapter 11

### Connecting the Phone Line

- 1** Before you can begin connecting your receiver to your dish antenna, you must first complete the preceding sections on connecting your TVs to the receiver.
- 2** Connect an RG-6 coaxial cable between the Satellite In port on the receiver's back panel to an available port on either your switch or your LNB in your existing system.  
  
**Note:** If you are installing your receiver into a system with DISH Pro or DISH Pro Plus LNBFs (and/or switches), you can have as much as 200 feet of cable between the LNBF and the receiver. However, you must use only RG-6 coaxial cables rated up to at least 2150 MHz. Some cables may say "Swept tested for 2150 MHz." If you have any doubt about this, ask your DISH Network retailer, or look on the container the cable came in. Do not use cable company TV cables or cables from other satellite TV systems not rated up to at least 2150 MHz. These other cables may cause signal loss. Do not use existing cables such as RG-59. Use waterproof F-connectors outdoors.
- 3** Peel off the blue sticker and affix it to the cable close to where it connect to the Satellite In connection on the back of the receiver. The sticker is in the front cover of this guide.
- 4** On the remote control, press Menu, select System Setup (6), Installation (1), and then Point Dish (1) to display the Point Dish screen on the TV.
- 5** Select Check Switch. Select Test.
- 6** The receiver begins performing the Check Switch tests. When it is finished, the Installation Summary screen displays.
- 7** Make sure that the information on the Installation Summary screen identifies your system correctly and shows all transponders for all satellites in your system.
- 8** Select OK to go to the Point Dish/Signal screen.
- 9** Select Cancel to exit the Point Dish menu. At this point, the receiver may walk you through a procedure to download software. If this prompt displays, follow the instructions and do not disturb the receiver until the TV is displaying DISH Network video. Otherwise, press View TV. After a few minutes, you should be watching TV.

## CONNECTING THE PHONE LINE

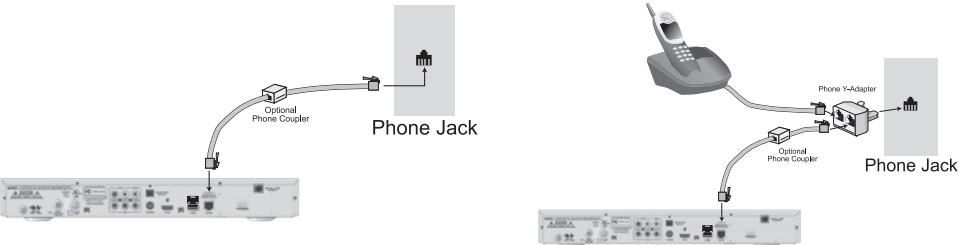
You must keep the receiver connected to an active telephone line to order Pay-Per-View programs, use all of the DISH Home Interactive features, or other services from DISH Network with your remote control.

**Note:** You may be able to use a wireless modem jack. However, this may not support all the features of this receiver, such as Caller ID. See [dishnetwork.com](http://dishnetwork.com) for compatible modem products.

**Note:** If you have a Digital Subscriber Line (DSL), you may have to install a DSL filter between the receiver's back panel Phone Jack and the telephone wall jack to successfully connect with DISH Network. You can obtain a filter from your DSL provider.

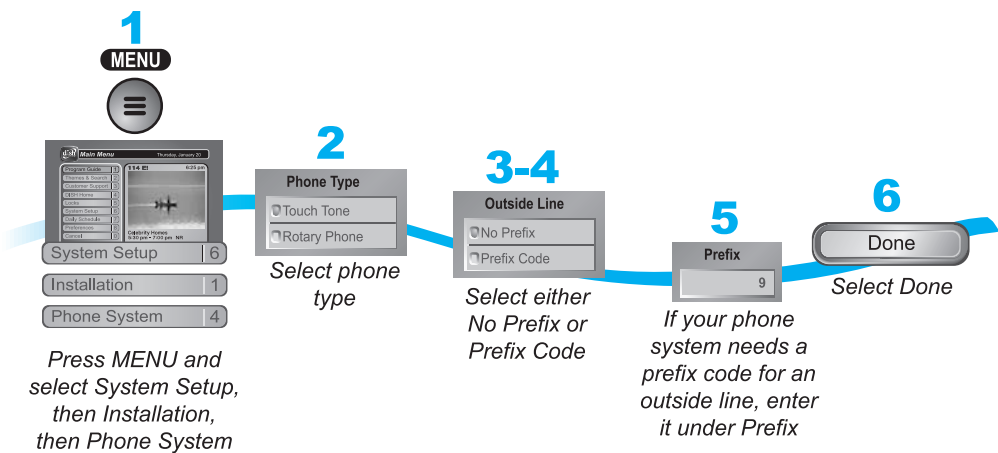
### Phone Line Connection

Run a telephone cable with a standard RJ-11 connector from the receiver's back panel Phone Jack to an active telephone connection.



### Phone System Setup

You must also set up the receiver for your telephone system (touch tone or rotary), and set a telephone number prefix, if you need a prefix to make an outside call.



- 1** Pressing MENU, then select System Setup (6), Installation (1), and then Phone System (4).
- 2** Select the Touch Tone or the Rotary Phone option in the Phone Type list.
- 3** Select either the No Prefix or the Prefix Code option in the Outside Line Prefix list.  
**Note:** Usually, you need a telephone number prefix only for business installations. For most residential installations, all you need to do is set the telephone system type. The default setting of No Prefix will allow correct dialing.
- 4** If you selected No Prefix, select Done.
- 5** If you selected Prefix Code, the receiver highlights the box where you must enter the exact sequence you dial the phone to obtain an outside line.
- 6** Select Done.

## Chapter 11

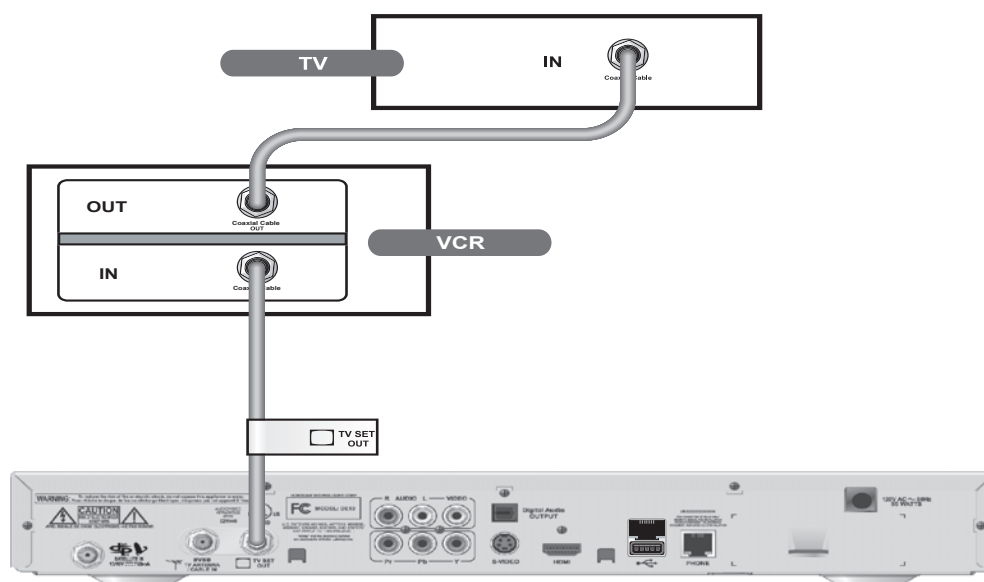
### Connecting a VCR

## CONNECTING A VCR

Use this section to connect your VCR and set up the receiver for VCR Timers.

### VCR Connections

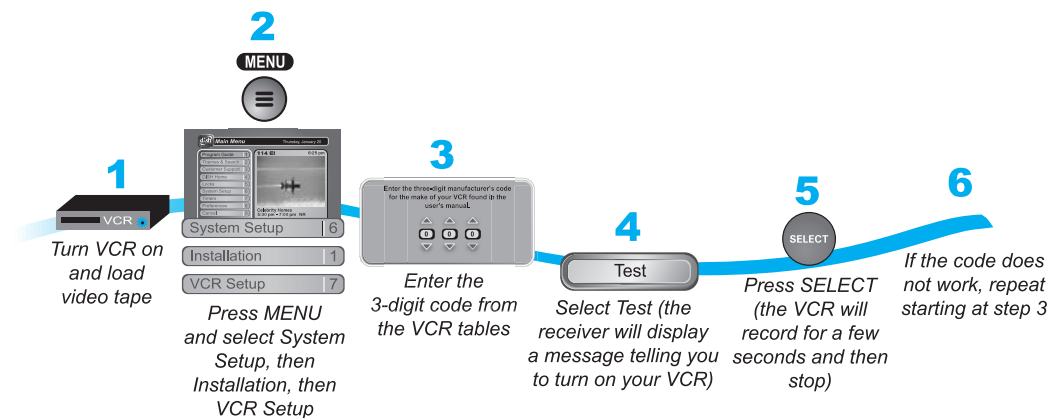
The diagram below provides example of how to connect VCRs to your satellite TV system.



- 1 Connect the tuner input of the VCR to the receiver TV SET OUT.
- 2 Peel off the white sticker and affix it to the cable close to where it connects to the TV SET OUT connection on the back of the receiver. The sticker is in the front cover of this guide.
- 3 Connect a coaxial cable from the output on the VCR to the TV's tuner port.
- 4 Plug in and turn on the VCR and TV.
- 5 Tune the VCR and TV to the channel that you use to watch satellite TV programming (for example, channel 3).

## Setting Up the Receiver to Control Your VCR

Use this section to set up the receiver to control your VCR so that you can use VCR timers. The receiver's front panel IR BLASTER sends a signal to control the VCR. This signal can bounce off walls and other objects on its way from the receiver. However, shelves or smoked glass between the receiver and VCR can block the signal. Make sure nothing blocks the signal and that you don't have the VCR too far away from the receiver.



## CONNECTING OFF-AIR ANTENNA/CABLE TV

If you want to receive channels from an off-air antenna or cable in addition to your satellite receiver programming, connect the off-air antenna/cable into your TV distribution equipment.

**Note:** Additional authorization may be required before high definition programming and/or off-air digital broadcasts can be viewed; additional fees may apply.

- The 8VSB TV Antenna/Cable In on your receiver's back panel can be used to receive and view programming on the TV from an off-air antenna or cable service.
- Connect a VHF/UHF off-air antenna or analog cable TV source to the 8VSB TV Antenna/Cable port. Peel off the black sticker and affix it to the cable close to where it connects to the back of the receiver. The stickers are inside the front cover of this guide.
- You can add local off-air channels and assign them network affiliations. Once you have done this, you can access the channels via the Program Guide or the Browse Banner in much the same way as you would satellite channels.

**Note:** The type of antenna required depends on the channels used by, and the locations of, the local broadcasters for your area. Visit [antennaweb.org](http://antennaweb.org) or contact a professional installer to help you select a suitable antenna.

## Chapter 11

### Connecting Off-Air Antenna/Cable TV



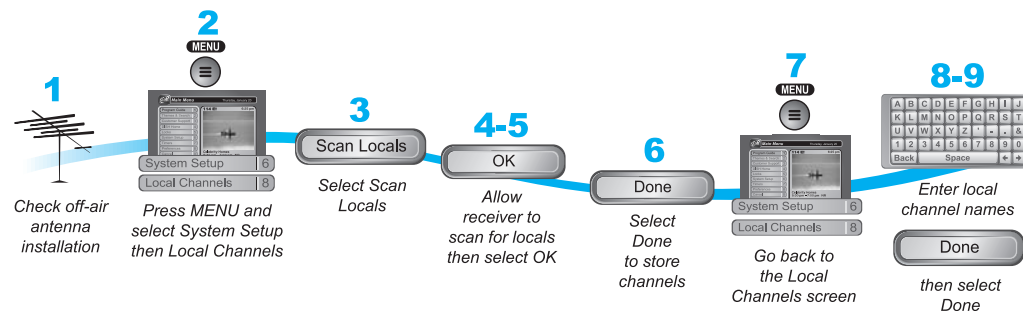
Make sure to follow the antenna installation instructions correctly. Ground an outdoor antenna per the National Electrical Code (NEC) and any local electrical codes.



The audio/video quality on local off-air channels depends on the distance and terrain between the broadcast station and your home, and on the placement and quality of the off-air TV antenna you use. If you have questions about off-air channels, contact the broadcaster, not DISH Network.

## Scanning for Off-Air Channels

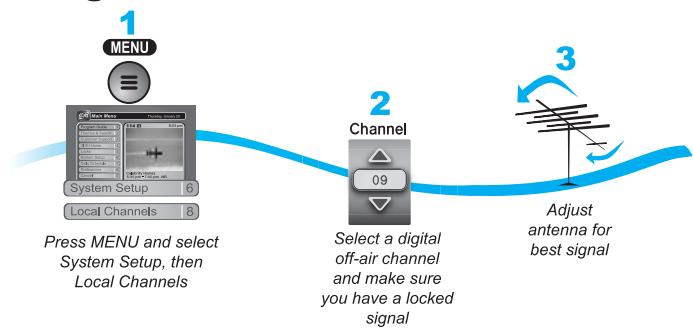
Use these instructions to scan for off-air channels for the TV.



- 1 Make sure you have your off-air antenna connected to the receiver's 8VSB TV Antenna/Cable connection.
  - 2 Press MENU, select System Setup (6), and then Local Channels (8) to open the Local Channels screen. If this is the first time you have opened this screen, it will have no channels listed.
  - 3 Scan for channels by selecting Scan Locals.
  - 4 The scan will take a few minutes to complete. When it finishes, the results will show how many channels the scan found.
  - 5 Select OK to go back to the Local Channels screen.
- Note:** If the channel number says None, you have not yet assigned this channel a network affiliation or name. The Arrow at the bottom left means that there are more channels, off the bottom of the screen, which you can get to with the ARROW keys if you wish to edit their names or remove them.
- 6 If you want to name the off-air channels, continue on. If you do not want to name your off-air channels, select Done. You will then be taken out of the menus back to watching TV.
  - 7 Select a channel and then select Edit Name to modify the way the channel name displays on your screen.
  - 8 Use the virtual keyboard on the screen to select the letters of your channel name.
  - 9 When you are finished making changes, select Done.



Peaking Your Off-Air Antenna

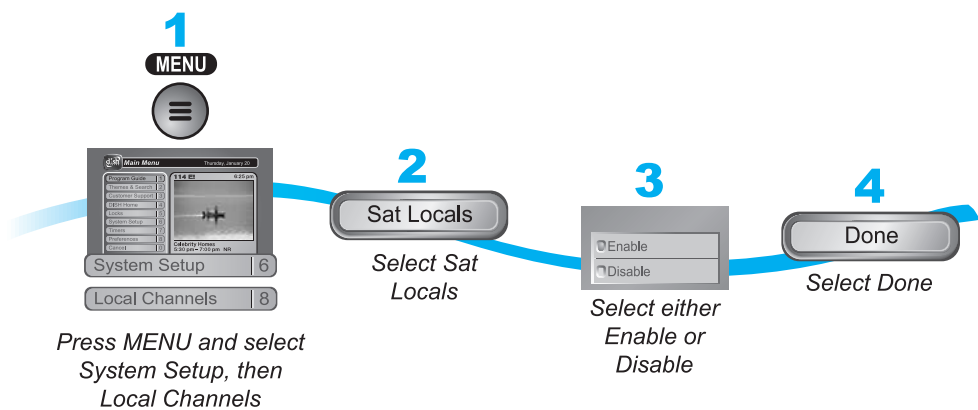


- 1 Press MENU, select System Setup (6), and then Local Channels (8) to open the Local Channels screen.
- 2 Select Add Locals. Highlight the Transmit Number and use the UP and DOWN ARROWS to select a digital off-air channel. Make sure you see a green signal strength bar and a Locked indication on the meter.
- 3 Adjust the orientation of your antenna to maximize the signal strength. If you cannot get a Locked indication, you may need to upgrade your antenna or relocate it to a better position.

Using Local Satellite Channels

If you subscribe to the local satellite (Sat Locals) channels and want to see the them in the Program Guide by broadcast number, enable the Sat Locals feature. Otherwise, the local satellite channels will display in the four-digit channel range.

**Note:** Digital off-air channels display in the guide at the broadcast channel regardless of the setting you choose here.



## Chapter 11

### Connecting Off-Air Antenna/Cable TV

- 1 Press MENU, select System Setup (6), and then Local Channels (8).
- 2 Select Sat Locals.
- 3 Select Enable or Disable.
- 4 Select Done.

## Watching Off-Air Channels Through the Receiver

You can use your receiver to watch local channels while connected to TV SET OUT. When you turn off your receiver, the television signals from your off-air antenna (see page 77) are looped through the receiver to your TV. Be sure to put the remote control in TV mode because you'll be changing channels on your TV, *not* the receiver.

## Transmit Channel Numbers

For information on channel numbers, you can visit the National Association of Broadcasters (NAB) web page at [nab.org](http://nab.org). On this web page, go to [nab.org/Newsroom/Issues/digitaltv/DTVstations.asp](http://nab.org/Newsroom/Issues/digitaltv/DTVstations.asp) for a listing of digital broadcast stations and their Transmit Channel numbers.

**Note:** Where Transmit Channel is displayed by the receiver, the NAB web page uses the term RF Channel. These terms mean the same thing.

Another good source of local channel information is available from the Consumer Electronics Association (CEA) web page at: [antennaweb.org](http://antennaweb.org). This website provides recommendations for antenna types and pointing directions.

## About Off-Air TV Broadcasts

Off-air TV signals are broadcast from stations on the ground, while satellite TV signals are broadcast from satellites in space. You receive off-air TV signals using an indoor or outdoor antenna instead of the satellite dish. You are likely familiar with analog off-air TV signals - these are the signals that have been used to broadcast TV for many years. New digital off-air TV signals are broadcast and received in the same way. Digital off-air TV broadcasting uses advanced technology like that of the DISH Network to deliver superb picture quality and CD quality sound. However, digital off-air signal reception (like analog off-air signal reception) depends on several things:

- The distance between the broadcast station and your home (the farther away the station, the weaker the signal);
- The broadcast station's power (the lower the power, the weaker the signal);
- Obstacles between the station and your home, such as mountains, buildings, trees, or other objects (these may block or reflect the signal before it reaches you);

## Connections and Setup

### Connecting Off-Air Antenna/Cable TV

- Multiple broadcast stations (to receive good signals from several stations, you may need to compromise in how you aim the antenna or you may need more than one antenna).

The effects of poor digital reception are different from the effects of poor analog reception:

- Poor analog reception usually causes the TV picture to be “snowy” or to include “ghosts,” that is, multiple images caused by receiving reflected signals along with the direct signal from a station.
- Poor digital reception may cause the TV picture to be “pixelized,” that is, broken up into small squares of various colors, or to be lost completely (the TV screen is all black or all blue).
- Digital broadcasts often provide either a very good picture or no picture at all.
- You may be able to receive a poor analog signal but not be able to receive a digital signal at all.

To get the best possible digital signal reception, make sure you use the best off-air antenna for where you live:

- You can receive a limited number of channels using a rabbit ears type antenna on top of the TV set, or a much larger number via a large UHF/VHF indoor/outdoor antenna.
- The higher the quality of the antenna you use, the greater its range and the better its reception will be.

The Consumer Electronics Association maintains a website, [antennaweb.org](http://antennaweb.org), that you can visit for help in choosing an antenna. You may want to contact a professional TV antenna installer for advice or help in choosing, installing, and aiming an antenna. Keep in mind, digital off-air TV broadcasting is in its infancy. So, digital off-air service may be interrupted because:

- Broadcasters are testing digital signals, and may stop broadcasting without notice.
- Many broadcasters do not yet have permanent broadcast stations and may be operating at less than full power.
- Broadcasters are not legally required to provide full-time digital signals for several years.
- Some digital channels do not broadcast all the time.

If you have questions about off-air channels, contact the broadcasters, not DISH Network. DISH Network does not broadcast off-air signals and so cannot do anything to change off-air signal quality. However, the receiver's digital channel setup menus provide a signal strength bar that can help you in aiming the off-air TV antenna for the strongest possible signal.

## Chapter 11

### Using Troubleshooting Tools

## USING TROUBLESHOOTING TOOLS

Your receiver has diagnostic tools that a Customer Service Representative may ask you to use if you should ever run into problems while using your equipment. Even though these tools are quite helpful, it is recommended that you only use them when on the phone with a DISH Network representative.

### Resetting Your Receiver

Reset your receiver as directed by the Customer Service Representative as follows:

- 1** Press and hold the front panel POWER until the green indicator blinks once and the TV screen goes blank.
- 2** Let go of the front panel POWER.

It will take a few minutes for your receiver to reset and come back on. When you reset your receiver, your receiver will download an updated Program Guide.

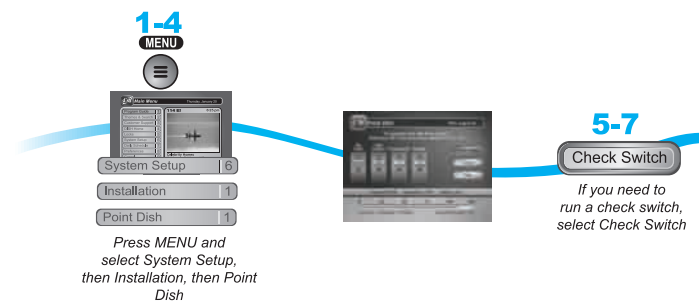
### Diagnostics

The Customer Service Representative may ask you to open the Diagnostics screen. Remember to have an active phone line connected to your receiver.

- 1** Press MENU, select System Setup (6), and then select Diagnostics. The Diagnostics screen shows you various tests the Customer Service Representative may ask you to perform on your receiver:
  - Connection - Tests for a valid receiver phone connection.
  - Dial Out - If “No Dial Out Pending” is displayed, the receiver does not need to have its smart card records updated.
  - Counters - Shows you a list of diagnostic counters. Use PAGE UP and PAGE DOWN to scroll through the list of counters displayed.
- 2** Select Done.

## Point Dish and Check Switch

The Point Dish and Check Switch screens are helpful to the Customer Service Representatives. You may be asked to display these screens when you call DISH Network. Even though there are items that can be changed, only change them when specifically directed by a Customer Service Representative.



- 1** Press MENU.
- 2** Select System Setup (6).
- 3** Select Installation (1).
- 4** Select Point Dish (1). This screen shows you information to help maximize your satellite signal. The bar at the bottom of the screen tells you the signal strength. Green is a good signal, while red indicates the signal is not acceptable or is from the wrong satellite.
- 5** Select Check Switch to display the Installation Summary screen. The Installation Summary screen tells you if you are receiving signals from the satellites and which multi-dish switches you have installed, if any.
- 6** Select Test only if directed by the Customer Service Representative.
- 7** Select Done.

# Chapter 11

Using Troubleshooting Tools

## Notes



## Reference

### Troubleshooting and Device Codes

- **TROUBLESHOOTING TABLES**
- **REMOTE CONTROL DEVICE CODES**

## TROUBLESHOOTING TABLES

Use these tables if you have problems using the system. Look in this section for a description of the problem *before* calling the Customer Service Center. Many problems arise from basic misunderstandings of how the system works, especially when you are just becoming familiar with it. These tables cover many problems, usually with a simple solution for each one. To solve a particular problem, do the following:

- 1 Review the section in this *Guide* that relates to the problem.
- 2 If you cannot find a solution, then find the section in the following tables that relates to the problem.
  - Read the What's Happening column until you find the problem.
  - Read the information in the Possible Reason column.
  - Try each of the suggested solutions in the What to Do column.
- 3 Sometimes resetting the receiver can fix a minor problem. See *Resetting Your Receiver* on page 82.
- 4 Make sure your TV is tuned to the correct channel or input. Use RECOVER as described on page 57.
- 5 Make sure your remote control has fresh batteries. If you see the Remote Battery Low warning on your TV screen, it's time to change the batteries. Follow the instructions on page 8.
- 6 Make sure your receiver is connected to an active telephone line. See the instructions on page 75.
- 7 Check for anything that might be blocking the satellite signal (for example, tree branches, snow, etc.).
- 8 For more information, call the Customer Service Center at 1-800-333-DISH (3474), or see *dishnetwork.com*.

**Note:** Before calling the Customer Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Display the System Information screen to find these numbers (See Ordering your Programming). Also, write down any error messages that the receiver displays on the television screen.



## Message Numbers

Number	Possible Reason	What to Do
001	<ul style="list-style-type: none"> <li>There may be a problem with the multi-dish switch.</li> </ul>	<ul style="list-style-type: none"> <li>Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Run Check Switch as described on page 83. If this does not work, call the Customer Service Center at 1-800-333-DISH (3474) for help.</li> </ul>
002	<ul style="list-style-type: none"> <li>Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal, or there may be other interference.</li> </ul>	<ul style="list-style-type: none"> <li>Note the local weather conditions. Remove any snow or other debris which may have collected on the satellite dish. Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight.</li> <li>Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the <b>Point Dish screen</b> as described on page 83. Consult your installer to re-aim the dish, if necessary, to obtain the strongest possible signal.</li> </ul>
003, 004	<ul style="list-style-type: none"> <li>The wrong type of coaxial cable may be used in the system, or the cable run length may be too long. Or, there may be a problem with the multi-dish switch.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure the system uses RG6 coaxial cable; if not, call your dealer or installer.</li> <li>Check the dish-to-receiver cable run length. If your entire system is DISH Pro, it can be as much as 200 feet. If it is a Legacy system, it should not be more than 100 feet. Check the coaxial cables and their connections to and from the multi-dish switch. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). If this does not work, do the Check Switch test described on page 83.</li> </ul>
005	<ul style="list-style-type: none"> <li>The receiver may not yet have been electronically linked with the system, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.</li> </ul>	<ul style="list-style-type: none"> <li>If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables).</li> <li>Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight. Check that the <b>Signal Strength</b> bar in the <b>Point Dish screen</b> is green and displays the word <b>Locked</b>, as described on page 83. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-800-333-DISH (3474) for help.</li> </ul>
006	<ul style="list-style-type: none"> <li>The receiver may not be connected to an active telephone line.</li> </ul>	<ul style="list-style-type: none"> <li>You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times.</li> </ul>
011, 012	<ul style="list-style-type: none"> <li>Viewers in specific areas are prohibited from watching certain programs. <i>For example</i>, viewers who live close to a particular football stadium may be prohibited from watching football games that are played in that stadium.</li> </ul>	<ul style="list-style-type: none"> <li>Remember that the program providers specify which programs are "blacked out" for which viewers, <i>not</i> DISH Network.</li> </ul>
013, 014	<ul style="list-style-type: none"> <li>You may have tried to tune to a program on a channel which you have not bought.</li> </ul>	<ul style="list-style-type: none"> <li>You <i>must</i> buy a channel <i>before</i> you can tune to a program on that channel. Call the Customer Service Center at 1-800-333-DISH (3474) to buy the channel, or if you believe this message was displayed by mistake.</li> </ul>

## Reference

### Troubleshooting Tables

#### Message Numbers

Number	Possible Reason	What to Do
015	<ul style="list-style-type: none"> <li>You may have just plugged in the receiver, and it is acquiring the satellite signal. Or, the receiver may have temporarily lost the signal.</li> </ul>	<ul style="list-style-type: none"> <li>Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables). Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight.</li> <li>Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 83. If not, contact your installer to re-aim the satellite dish.</li> </ul>
018	<ul style="list-style-type: none"> <li>The receiver may not be connected to an active telephone line.</li> </ul>	<ul style="list-style-type: none"> <li>You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times.</li> <li>Call the Customer Service Center at 1-800-333-DISH (3474) for help checking the credit limit and/or to get authorization to make a purchase.</li> </ul>
022	<ul style="list-style-type: none"> <li>The receiver may not yet have been electronically linked with the system, via the satellite signal. The satellite dish may have moved so that it is no longer picking up the satellite signal. The cable connections may have loosened or have moisture inside. There may be an interruption of the satellite signal.</li> </ul>	<ul style="list-style-type: none"> <li>If you have authorized the receiver, wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables).</li> <li>Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight.</li> <li>Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 83. If not, contact your installer to re-aim the satellite dish. If you have not authorized the receiver, call the Customer Service Center at 1-800-333-DISH (3474) for help.</li> </ul>
026	<ul style="list-style-type: none"> <li>The receiver may have temporarily lost the satellite signal.</li> </ul>	<ul style="list-style-type: none"> <li>Wait a few minutes to see if the message is removed. Make sure that all required cables are in place, and check that all cable connections are tight and dry (for outdoor cables).</li> <li>Make sure that the satellite dish has a clear line of sight to the satellite. Check whether branches or leaves have grown into the line of sight.</li> <li>Check that the Signal Strength bar in the Point Dish screen is green and displays the word Locked, as described on page 83. If not, contact your installer to re-aim the satellite dish.</li> </ul>
028	<ul style="list-style-type: none"> <li>The receiver may need to get new software before you can use it to order Pay-Per-View programs.</li> </ul>	<ul style="list-style-type: none"> <li>Turn the receiver off. Doing this allows the receiver to "download" new software via the satellite signal. The download may take several minutes; do <i>not</i> disturb or unplug the receiver during this time. When the download is done, you will be able to use it to order Pay-Per-View programs.</li> </ul>
059	<ul style="list-style-type: none"> <li>You may have tried to close an installation menu without having done the Check Switch test.</li> </ul>	<ul style="list-style-type: none"> <li>If your setup includes a multi-dish switch, you <i>must</i> run the Check Switch test as described on page 83.</li> </ul>
060	<ul style="list-style-type: none"> <li>You may have aimed the satellite dish at one satellite, but selected the option for another satellite on the Point Dish screen.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that you have selected the option for the right satellite on the Point Dish screen, as described on page 83.</li> <li>Make sure that the cable(s) for the satellite you have selected are connected to the LNBF that receives signals from that satellite. Re-aim the satellite dish at the right satellite.</li> </ul>
061	<ul style="list-style-type: none"> <li>You may have set up the receiver to accept a transmission (a "download") of the latest operating software via the satellite signal.</li> </ul>	<ul style="list-style-type: none"> <li>It is <i>very</i> important for the receiver to get the latest operating software, so let the receiver do so. The "download" may take several minutes. Do <i>not</i> disturb or unplug the receiver during this time.</li> </ul>

## Troubleshooting Tables

## Message Numbers

Number	Possible Reason	What to Do
074	<ul style="list-style-type: none"> <li>The receiver gives you three chances to enter the correct password. If you fail to do so, the receiver "times out" and will not allow you to try again for several minutes.</li> </ul>	<ul style="list-style-type: none"> <li>Wait a few minutes and then try again to enter the password. <b>Note:</b> The "time out" feature is designed to prevent someone from trying password after password until he or she happens to guess the right one and so gains unauthorized access to the receiver.</li> </ul>
078, 079, 080	<ul style="list-style-type: none"> <li>You may not have connected the receiver to an active telephone line, or the telephone line may be defective.</li> </ul>	<ul style="list-style-type: none"> <li>Connect the receiver to an active telephone line. Make sure that the telephone line to which you connect the receiver is working properly. <b>Note:</b> To be able to order Pay-Per-View programs, you <i>must</i> keep the receiver connected to an active telephone line at all times. If your setup includes more than one receiver, this applies to <i>each</i> receiver. The receiver uses the telephone line to make toll-free calls, usually in the middle of the night, to send information to the Customer Service Center at 1-800-333-DISH (3474).</li> </ul>
093	<ul style="list-style-type: none"> <li>You may have set up the receiver to reset itself back to the "factory defaults," <i>that is</i>, the settings it had when it was shipped from the factory.</li> </ul>	<ul style="list-style-type: none"> <li>If you want to reset the receiver to its factory default settings, select the Yes option. If not, select the No option.</li> </ul>

## Changing Channels

What Is Happening	Possible Reason	What to Do
You enter a desired channel number. The channel changes, but the new channel is not exactly the channel you entered.	<ul style="list-style-type: none"> <li>You may have made a mistake entering the channel number, or the channel number you entered may be invalid.</li> </ul>	<ul style="list-style-type: none"> <li>Carefully try entering again the channel number you want.</li> </ul>
You are scanning up or down through the channels, and the receiver is skipping channels that you know you have subscribed to.	<ul style="list-style-type: none"> <li>If so, the channel displayed is the closest possible to the channel you entered.</li> <li>If you entered the number for a channel that you have not subscribed to, the receiver will change to the channel and display a message suggesting that you might want to subscribe to the channel.</li> <li>If a Favorites List other than <b>All Chan</b> is applied, the receiver will skip channels that are not on the applied list.</li> <li>If you have set up the <b>Program Guide</b> to hide adult channels and the receiver is locked, the receiver will skip such channels.</li> </ul>	<ul style="list-style-type: none"> <li>Select <b>All Chan</b> as the active Favorites List. Unlock the receiver so that it does not skip adult channels. If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).</li> </ul>

## Reference

### Troubleshooting Tables

#### Remote Control

What Is Happening	Possible Reason	What to Do
You cannot find the remote control.	<ul style="list-style-type: none"> <li>N/A</li> </ul>	<ul style="list-style-type: none"> <li>Use the receiver front panel <b>Control Buttons</b> to control the receiver until you find the remote. If the remote control is permanently lost or too damaged to use, call the Customer Service Center to order a replacement.</li> </ul>
When you press a button on the remote control, the receiver does not do what you expect.	<ul style="list-style-type: none"> <li>The remote control may be missing batteries, the batteries may be incorrectly placed in the remote, or the batteries may be weak or dead.</li> </ul>	<ul style="list-style-type: none"> <li>If the batteries are missing or dead, insert fresh AAA-size batteries. If the remote has fresh batteries, check whether they are placed according to the label diagram. If not, remove them and place correctly.</li> </ul>
When you press the remote control <b>Power</b> button to turn the receiver ON, the receiver front panel <b>Power</b> light does not light up.	<ul style="list-style-type: none"> <li>Other lights are too bright.</li> <li>Remote control is not operating properly or the batteries are weak or dead.</li> <li>The receiver power cord is not plugged into a power outlet, or there may be a problem with the power.</li> <li>The remote control may not be set to the address used by the satellite receiver.</li> </ul>	<ul style="list-style-type: none"> <li>Try other remote control buttons to see if the receiver is responding.</li> <li>Replace the remote batteries with fresh ones.</li> <li>Check that the receiver power cord is not damaged, and that the plug is inserted correctly into the outlet.</li> <li>Make sure the remote control is set to the same address used by the satellite receiver. See page 48 for information on changing the remote control address.</li> </ul>
You use an IR extender (not a "mouse tail"), and it does not seem to work.	<ul style="list-style-type: none"> <li>The IR sensor on the extender that receives the remote control signals may not be facing the remote control.</li> <li>The IR cable on the extender that sends the signal to the receiver may not be right in front of the IR sensor on the receiver front panel.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that the extender that receives the signal from the remote control is facing the right way, so that the IR sensor can receive the remote control signals.</li> <li>Make sure that the IR cable on the extender that sends the signal to the receiver is right in front of the IR sensor on the receiver front panel, so that the receiver IR sensor can receive the signals.</li> <li>If doing the above does not solve the problem, contact the manufacturer of the extenders for assistance.</li> </ul>

## Program Guide or the Browse Banner

What Is Happening	Possible Reason	What to Do
In the Program Guide, some channels have a red background.	<ul style="list-style-type: none"> <li>Red means that you have not subscribed to that channel. You <i>must</i> subscribe to a channel before you can tune the receiver to it.</li> </ul>	<ul style="list-style-type: none"> <li>If you want to buy a channel, call the Customer Service Center at 1-800-333-DISH (3474).</li> <li>Use Customer Service on dish home.</li> </ul>
You cannot display future programs in the Program Guide or Browse Banner.	<ul style="list-style-type: none"> <li>The Program Guide and Browse Banner can display programs scheduled for an extended, but not unlimited time beyond the present.</li> </ul>	<ul style="list-style-type: none"> <li>Try displaying the Program Guide again later. By that time, it may show programs for the time and date you want.</li> </ul>
You cannot display programs that have ended in the Program Guide or Browse Banner.	<ul style="list-style-type: none"> <li>The Program Guide and Browse Banner can display only programs that have not yet ended. These features cannot display a time earlier than the present.</li> </ul>	<ul style="list-style-type: none"> <li>Contact the program providers (for example, the channel or network affiliate that broadcast the program) for details on past programs.</li> </ul>
When you are using the Program Guide or Browse Banner, some channels are missing.	<ul style="list-style-type: none"> <li>You may have applied a Favorites List other than the list named All Chan.</li> <li>You may have set up the Program Guide so that when the receiver is locked, the Guide hides adult channels</li> </ul>	<ul style="list-style-type: none"> <li>You can change the applied Favorites List while using the Program Guide by pressing the remote control Guide button. You can choose another custom Favorites List, the All Chan list, which includes all the channels, or the All Sub list, which includes all subscribed channels.</li> <li>Unlock the receiver for the Program Guide to display adult channels.</li> </ul>

## Favorites Lists

What Is Happening	Possible Reason	What to Do
You press the remote Guide button while the Program Guide is displayed. You find that you can apply only the All Chan list or the All Sub list.	<ul style="list-style-type: none"> <li>If you have not added channels to any custom Favorites List, you will be able to apply only the All Chan list or the All Sub list.</li> </ul>	<ul style="list-style-type: none"> <li>You <i>must</i> add channels to a custom Favorites List <i>before</i> you can apply it.</li> </ul>
You try to change the All Chan list or the All Sub list. The receiver displays an ERROR message.	<ul style="list-style-type: none"> <li>The receiver will not allow you to change the All Chan list or the All Sub list.</li> </ul>	<ul style="list-style-type: none"> <li>Choose another list to change. <b>Note:</b> You can change the All Sub list by changing what channels you buy.</li> </ul>
You try to apply an empty Favorites List. The receiver displays an ERROR message.	<ul style="list-style-type: none"> <li>The receiver will not allow you to apply an empty list.</li> </ul>	<ul style="list-style-type: none"> <li>Choose another list to apply, or add at least one channel to the empty list.</li> </ul>
A Favorites List does not show channels that you know you have added to it.	<ul style="list-style-type: none"> <li>If you have set up the Program Guide to hide adult channels and the receiver is locked, the Favorites List will not show such channels.</li> </ul>	<ul style="list-style-type: none"> <li>Unlock the receiver for the list to show adult channels.</li> </ul>

## Reference

### Troubleshooting Tables

#### Watching A Program

What Is Happening	Possible Reason	What to Do
<p>The receiver front panel Power light is on, but the TV image:</p> <ul style="list-style-type: none"> <li>• is black (no picture)</li> <li>• is frozen</li> <li>• has break-ups</li> <li>• has "snow,"</li> <li>• shows small squares of various colors</li> </ul>	<ul style="list-style-type: none"> <li>• The TV set may not be working properly</li> <li>• The TV may be connected to the wrong input</li> <li>• If the TV and the receiver are working properly, there may be interference with the satellite signal.</li> <li>• You have selected an HD mode your HDTV does not support.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure that the TV set is plugged into an electrical outlet.</li> <li>• Make sure the outlet has electrical power.</li> <li>• Make sure that the TV is turned on and tuned to the correct input.</li> <li>• Make sure that the TV brightness and contrast are adjusted correctly.</li> <li>• Make sure that the TV is connected properly to the receiver.</li> <li>• Make sure that the TV's text mode and closed captioned features are turned off.</li> <li>• Check that the system has been installed correctly.</li> <li>• Make sure that all required coaxial cables are in place, and check that all cable connectors are tight and dry (for outdoor cables).</li> <li>• Make sure that the satellite dish has a clear line of sight to the satellite.</li> <li>• Check whether branches or leaves have grown into the line of sight.</li> <li>• Make sure that the satellite dish is aimed at the satellite. Check the strength of the signal using the Point Dish screen, as described on page 83. Consult your installer to re-aim the dish, if necessary, to obtain the maximum possible signal strength.</li> <li>• Note the local weather conditions. Heavy rain, snow, or cloud cover may be interfering with transmission of the satellite signal. Remove any snow or other debris which may have collected on the satellite dish</li> <li>• Refer to your HDTV user's guide.</li> </ul>
<p>The receiver front panel Power light is on, and there is a picture on the TV screen, but the picture:</p> <ul style="list-style-type: none"> <li>• has sparkles or is grainy</li> <li>• has a herringbone pattern</li> <li>• lacks color or vertical hold</li> <li>• wobbles</li> <li>• looks "washed out" or fuzzy.</li> </ul>	<ul style="list-style-type: none"> <li>• The TV set may not be working properly.</li> <li>• If the receiver is connected to the remote TV using the RF or VHF connections, there may be a strong local broadcast on the same channel, or a channel adjacent to the one to which the TV is tuned.</li> </ul>	<ul style="list-style-type: none"> <li>• Make sure that the TV brightness and contrast are adjusted correctly, and that the TV is working properly.</li> <li>• Make sure that the TV is connected properly to the receiver.</li> </ul>

## Watching A Program

What Is Happening	Possible Reason	What to Do
	<ul style="list-style-type: none"> <li>There may be interference from other nearby electrical devices (such as radio towers, cellular telephones, computers, microwave ovens, radios, stereos, or TVs).</li> </ul>	<ul style="list-style-type: none"> <li>Check other nearby electrical devices as possible sources of interference.</li> <li>Check that all required coaxial cables are in place.</li> <li>Check for moisture or water leaking into all connections. Dry them out if needed, then seal them with coaxial cable sealant.</li> <li>Check the dish-to-receiver cable run length; if it is over 100 feet, call your dealer or installer.</li> <li>Make sure the system is properly grounded.</li> </ul>
A "black box" fills almost all of the TV screen.	<ul style="list-style-type: none"> <li>You may have turned on the Closed Captioned feature on the TV, and put that feature into Text mode.</li> </ul>	<ul style="list-style-type: none"> <li>Using the TV remote control and/or menus displayed by the TV (<i>not</i> the receiver remote control or the menus displayed by the receiver), turn off the closed captioned feature.</li> </ul>
The TV screen is all blue.	<ul style="list-style-type: none"> <li>You may have connected the receiver to an input on the TV that is incorrect for the signal output from the receiver.</li> </ul>	<ul style="list-style-type: none"> <li>Check your TV owner's manual for the correct TV input to use for the signal output from the receiver.</li> </ul>

## Caller ID

What Is Happening	Possible Reason	What to Do
Caller ID is not working.	<ul style="list-style-type: none"> <li>You do not have Caller ID service from your local phone company.</li> <li>Your phone line is not connected to the phone jack on the back of the receiver.</li> <li>You do not have the Caller ID option enabled.</li> </ul>	<ul style="list-style-type: none"> <li>Verify that Caller ID is a service provided by your local phone company.</li> <li>Verify that you have connected the phone line to the phone jack on the back of the receiver.</li> <li>Verify that you have enabled the Caller ID option on the <b>Caller ID</b> screen.</li> </ul>

## Reference

### Troubleshooting Tables

#### Timers

What Is Happening	Possible Reason	What to Do
You try to set up an event timer and the receiver displays a message noting that the program is locked.	<ul style="list-style-type: none"> <li>You <i>must</i> enter the password <i>before</i> you can create an event timer for a locked program.</li> </ul>	<ul style="list-style-type: none"> <li>To be able to set up an event timer for the program, first enter the password.</li> </ul>
You try to set up an event timer and the receiver displays a message noting that the program is a Pay-Per-View event.	<ul style="list-style-type: none"> <li>You <i>must</i> order a Pay-Per-View event <i>before</i> you can create an event timer for it.</li> </ul>	<ul style="list-style-type: none"> <li>To be able to set up an event timer for the event, first order it.</li> </ul>
You try to set up an event timer, but the receiver displays an Error message giving you the option to delete an event timer that was set up earlier.	<ul style="list-style-type: none"> <li>You already have set up the maximum number of event timers.</li> </ul>	<ul style="list-style-type: none"> <li>To be able to set up a new event timer, delete one of the event timers you set up earlier.</li> </ul>
You set up an event timer, but the receiver does not tune to the channel of the program, or does not record the program.	<ul style="list-style-type: none"> <li>You may have set up a Reminder but what you should have set up is an Auto-Tune or a VCR timer.</li> </ul>	<ul style="list-style-type: none"> <li>Remember that a Reminder just reminds you that the program is about to start. An Auto-Tune timer reminds you and tunes the receiver to the program. A VCR timer reminds you, tunes the receiver, and starts recording to tape.</li> </ul>
You set up an event timer for a program that is repeated (such as a regularly scheduled program), but the timer does not operate for a showing of the program.	<ul style="list-style-type: none"> <li>You may have set up a timer with an incorrect frequency.</li> </ul>	<ul style="list-style-type: none"> <li>Remember that a <i>Once</i> event timer operates just one time. A <i>Mon.-Fri.</i> event timer operates Monday through Friday on the same channel at the same time. A <i>Daily</i> event timer does the same, Monday through Sunday. A <i>Weekly</i> event timer operates once a week on the same channel at the same time.</li> </ul>
You stop the operation of an event timer for one showing of a program that is repeated (such as a regularly scheduled program), but the timer operates for the next showing.	<ul style="list-style-type: none"> <li>Stopping the event timer applies <i>only</i> to the current showing of the program.</li> </ul>	<ul style="list-style-type: none"> <li>To stop all operations of a repeated event timer, you <i>must</i> delete the event timer. <b>Note:</b> The receiver deletes a <i>Once</i> event timer when it operates.</li> </ul>
You edit an <i>automatic</i> event timer. The timer does not start or does not end according to the program for which you set the timer.	<ul style="list-style-type: none"> <li>Editing an <i>automatic</i> event timer <i>converts</i> it to a <i>manual</i> event timer. Such a timer starts and stops at the times you specify, <i>not</i> the start and stop times of any specific program.</li> </ul>	<ul style="list-style-type: none"> <li>If you want an <i>automatic</i> event timer to start and stop according to a specific program, avoid editing that event timer.</li> </ul>
You try to set up a <i>manual</i> event timer. The receiver displays an Error message.	<ul style="list-style-type: none"> <li>You may have tried to set a <i>manual</i> event timer with invalid start or stop times.</li> </ul>	<ul style="list-style-type: none"> <li>Review the rules on start and stop times for <i>manual</i> event timers.</li> </ul>
The receiver does not display the program name for a <i>manual</i> event timer.	<ul style="list-style-type: none"> <li>The receiver may not be able to display a program name for a <i>manual</i> event timer.</li> </ul>	<ul style="list-style-type: none"> <li>Use the Program Guide or a printed schedule to find the program name.</li> </ul>
You set an event timer. The event timer misses the beginning or the end of a program.	<ul style="list-style-type: none"> <li>The program may have started a little earlier than scheduled, or it may have run over its scheduled ending time.</li> </ul>	<ul style="list-style-type: none"> <li>Use the Start 1 min. early option to start any event timer one minute early, except for a Pay-Per-View event.</li> <li>Use a manual event timer to start any event timer at the times you set yourself, except for a Pay-Per-View event.</li> </ul>



## Hearing A Program

What Is Happening	Possible Reason	What to Do
The receiver front panel Power light is on and there is a good picture on the TV set, but you do not hear any sound.	<ul style="list-style-type: none"> <li>You may have muted the sound, or set the volume so low that you cannot hear it.</li> <li>The audio connections may not be properly connected.</li> <li>You have selected Dolby Digital Only when there is no Dolby Digital soundtrack.</li> </ul>	<ul style="list-style-type: none"> <li>Check the volume level on the TV or audio device. Turn off the mute or turn up the volume, as required.</li> <li>Check the audio connectors and cables from the receiver to the TV or the sound system.</li> <li>Check the TV speakers or the sound system.</li> <li>In the Dolby Digital menu, select Dolby Digital/PCM for the audio output. If your decoder/amplifier will not accept Linear PCM digital input, use the analog connections instead.</li> </ul>
You hear a foreign language with a program.	<ul style="list-style-type: none"> <li>You may have set the receiver to select an alternate audio language. The program may be in a foreign language.</li> </ul>	<ul style="list-style-type: none"> <li>Use the <b>Alternate Audio Language</b> menu to select the language that you prefer.</li> </ul>

## Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
While you are making a telephone call, you hear "clicks."	<ul style="list-style-type: none"> <li>The receiver may have tried to call the Customer Service Center to send Pay-Per-View purchase information. When the receiver found that the telephone was busy, it automatically disconnected.</li> </ul>	<ul style="list-style-type: none"> <li>You do not have to do anything. You can always use your telephone line, because the receiver automatically hangs up if it finds the line is busy.</li> </ul>
You pick up the telephone to make a call, but you do not hear a dial tone.	<ul style="list-style-type: none"> <li>The receiver was calling the Customer Service Center to send Pay-Per-View information. When the receiver found that the telephone was busy, it automatically disconnected.</li> </ul>	<ul style="list-style-type: none"> <li>Hang up, and then pick up the telephone again to get a dial tone.</li> </ul>
Your computer or facsimile (FAX) machine tries to send a FAX or modem transmission, but fails.	<ul style="list-style-type: none"> <li>The receiver was calling the Customer Service Center to send Pay-Per-View information. When the receiver found that the telephone was busy, it automatically disconnected. The FAX or modem found that there was no dial tone, and cancelled the transmission.</li> </ul>	<ul style="list-style-type: none"> <li>Re-send the FAX or modem transmission.</li> </ul>

## Reference

### Troubleshooting Tables

#### Telephone for Voice/Data/FAX

What Is Happening	Possible Reason	What to Do
Your computer or FAX machine was receiving a FAX or modem transmission, but an error occurred.	<ul style="list-style-type: none"><li>The receiver may have tried to call the Customer Service Center to send Pay-Per-View purchase information during the FAX or modem call. When the receiver found that the telephone was busy, it automatically disconnected. This generated "clicks" that caused an error in the FAX or modem transmission.</li></ul>	<ul style="list-style-type: none"><li>Have the sender resend the FAX or modem transmission.</li></ul>

#### Locks

What Is Happening	Possible Reason	What to Do
You set a lock ( <i>for example</i> , a lock on programs by ratings), but the lock does not take effect.	<ul style="list-style-type: none"><li>You may not have locked the receiver.</li></ul>	<ul style="list-style-type: none"><li>You <i>must</i> lock the receiver to apply any lock that you have set.</li></ul>
You forgot the password, so that you are unable to unlock the receiver.	<ul style="list-style-type: none"><li>You may not have written down the password, to keep it in a safe place.</li></ul>	<ul style="list-style-type: none"><li>Call the Customer Service Center at 1-800-333-DISH (3474). You <i>must</i> provide the following information: (1) your name; (2) your address; (3) your telephone number;(4) and the receiver serial identification number.</li></ul>

#### Menus

What Is Happening	Possible Reason	What to Do
You were using a menu, and it suddenly closed.	<ul style="list-style-type: none"><li>The receiver has a time-out feature that closes any menu after several minutes of no activity. This will discard any changes you have made, but otherwise does no harm to the receiver.</li></ul>	<ul style="list-style-type: none"><li>Start over again.</li></ul>

## Buying a Pay-Per-View Program

What Is Happening	Possible Reason	What to Do
Someone orders a Pay-Per-View program without your permission.	<ul style="list-style-type: none"> <li>You may have been away from the receiver, and someone else used it.</li> </ul>	<ul style="list-style-type: none"> <li>Lock the purchase of Pay-Per-View programs. <i>Remember that you are responsible for all Pay-Per-View purchases, whether or not you authorize such purchases.</i> If you lock Pay-Per-View purchases, then anyone who wants to order a Pay-Per-View program <i>must</i> enter the password.</li> </ul>
You find that you are not able to order a Pay-Per-View program.	<ul style="list-style-type: none"> <li>The receiver may not be connected to an active telephone line.</li> </ul>	<ul style="list-style-type: none"> <li>You <i>must</i> connect the receiver to an active telephone connection at all times. If you install two or more receivers, you <i>must</i> connect <i>each</i> receiver to an active telephone connection at <i>all</i> times.</li> </ul>
You find that you are not able to cancel a Pay-Per-View program.	<ul style="list-style-type: none"> <li>You ordered a Pay-Per-View program, and then decided not to watch it.</li> </ul>	<ul style="list-style-type: none"> <li>You <i>cannot</i> cancel an order for a Pay-Per-View program, whether it was just ordered or ordered earlier.</li> </ul>
Your setup includes more than one receiver. You order a Pay-Per-View program, but it does not appear via all of the receivers.	<ul style="list-style-type: none"> <li>You ordered a Pay-Per-View program, and want it to be available via all the receivers in your setup.</li> </ul>	<ul style="list-style-type: none"> <li>If you want to watch a Pay-Per-View program on TVs connected to up to six receivers, you must <i>order</i> the program for <i>each</i> receiver but you only <i>pay</i> for the program <i>once</i>.</li> </ul>

## Reference

### Remote Control Device Codes

## REMOTE CONTROL DEVICE CODES

These tables contain the manufacturer codes for programming the remote to control your TV, VCR, DVD player, or audio amplifier. Every attempt has been made to include all codes. If your device brand is not listed or if the codes do not work, the remote may not control your device. In some cases, codes may operate some but not all buttons shown in this guide.

### TV Codes

#### Programming in AUX mode:

In most cases use these codes to program in TV mode; however, if programming in AUX mode, press 0 before entering the TV code.

#### A Mark 670

Action 662  
Admiral 514 521 605 668 669 675  
Aiko 727  
Aiwa 751  
Akai 570 573 659 660  
A-Mark 620  
Amtron 657  
Anam National 509 541 620 651 657 661 663 698  
AOC 505 506 519 520 573 620 627 652 653 654 659 664 665 670 672  
Apex 743 744 745 757  
Archer 620  
Audiovox 620 657 662 672  
Bell & Howell 590 669 675  
Broksonic 562 659 661 748 752  
Capehart 519 627  
Citizen 506 516 523 524 525 526 590 652 654 657 658 680 727  
Classic 659  
Colortyme 573 627 652 654 660 667 668 671 674 679  
Contec/Cony 541 655 657 661 662 726  
Craig 536 541 657 661 662 666 667 694  
Crown 526 536 657 666 670  
Curtis Mathes 506 516 526 573 590 641 645 650 652 654 658 659 660 664 665 667 668 670 674 680 703 708  
Daewoo 505 524 526 529 530 531 573 652 653 654 658 659 663 664 665 670 672 674 684 698 719 727  
Daytron 526 627 652 654 658 665 670 672  
Dell 772 773 774  
Dimensia 645 650  
DISH Network 742 763  
Dixi 566 620  
Dumont 501 627 652  
Echostar 722  
Electrohome 526 573 651 652 654 656 659 660 665 670 709 728  
Emerson 526 534 535 536 537 538 539 541 573 590 627 636 642 648 652 654 655 657 658 659 660 661 662 665 666 667 669 670 677 679 682 692 696 699 720  
Envision 506 573 652 654 660 664  
Fisher 542 590 683  
Fujitsu 534 682 694

Funai 534 541 657 661 662 677 682 694  
GE 508 509 543 544 630 645 646 650 651 652 654 659 661 663 665 667 668 670 673 676 690 691 698 701 715 716 725 728 742 763  
Goldstar 505 523 526 545 546 566 573 652 653 654 655 656 658 659 660 664 665 670 671 693 730 747  
Gradiente 660 671  
Granada 627 670 671  
Grundig 670 673  
Hallmark 627 652 654 659  
Harmon/Kardon 561 659  
Hinari 534  
Hisense 759  
Hitachi 523 526 548 549 553 554 555 585 597 626 636 638 643 648 652 654 655 665 668 669 670 672 673 702 718 726  
Infinity 566 671  
JBL 566 671  
JC Penney 505 506 516 525 526 543 546 631 645 646 650 652 653 654 658 659 664 667 668 670 673 676 680 690 691 701 725 726 728 730  
Jensen 556 573 652 654 660  
JVC 508 557 559 642 649 655 667 673 676 726 735 736 737  
Kawasho 548 561 573 652 654 664  
Kenwood 506 573 652 654 656 659 660 664 679  
Kloss Novabeam 657 663 698 723 724  
Konka 753  
KTV 526 539 541 573 657 658 661 662 664 665 670 696  
Lloyds 627 679  
Loewe 566  
Logik 675  
Luxman 523 652 654  
LXI 563 566 590 595 617 631 635 645 646 650 654 659 668 683 691 701 725  
Magnasonic 573 659 660 669 672 677  
Magnavox 506 520 525 536 566 567 568 573 610 652 654 656 659 660 664 665 666 669 671 673 674 677 723 724 729 762  
Majestic 675  
Marantz 506 566 573 652 654 660 664 665 671  
Megatron 627 654  
Memorex 590 627 653 654 659 675 720  
MGA 504 505 506 542 571 573 627 652 653 654 656 660 728  
Mitsui 769  
Mitsubishi 504 505 542 570 571 572 573 597 623 627 652 653 654 656 659 660 664 665 670 671 705 728  
Montgomery Ward 675  
Motorola 521 605 651  
MTC 505 506 516 523 573 627 652 653 654 659 664 667 672 680  
Multitech 657  
NAD 502 617 627 631 635 637 654  
National 509  
NEC 505 506 507 517 523 573 627 651 652 653 654 660 664 665 679 731 732  
Nikkai 612

Nikko 654 672 727  
Onwa 541 657 661  
Optimus 637  
Optonica 521 605 607  
Orion 694  
Osaki 612  
Panasonic 508 509 510 512 566 644 651 662 663 668 672 673 676 685 689 698 700 716 734 747 761 765  
Philco 505 506 525 536 568 573 610 651 652 653 654 655 656 659 660 664 665 666 669 671 672 674 677 723 724 729  
Phillips 525 566 651 652 655 656 671 690 723 724 729 770  
Pioneer 502 548 576 636 637 648 652 654 663 665 708  
Portland 505 526 573 652 654 658 659 664 665 670 727  
Price Club 680  
Prism 676  
Proscan 645 646 650 668 691 725 742 763  
Proton 513 519 526 536 585 627 652 654 655 659 660 665 666 668 670  
Quasar 508 509 651 663 673 676 698 700 747  
Radio Shack 526 541 607 612 645 661 662 663 668 670 698  
Radio Shack/Realistic 590 607 650 652 654 655 657 658 683 730  
RCA 503 505 548 586 630 633 634 636 641 645 646 648 650 651 652 653 654 656 661 663 665 667 668 670 691 698 701 708 715 716 725 742 763  
Realistic 590 645  
Runco 501  
Sampo 506 519 652 654 658 663 664 665 698 730 746  
Samsung 505 506 516 523 526 566 573 612 627 647 652 653 654 655 656 658 659 664 665 667 669 670 679 680 704 717 730 738 755  
Sansui 754  
Sanyo 542 590 652 683  
SBR 566  
Schneider 566  
Scott 526 534 537 541 600 652 654 655 657 661 662 665 670 677 682 696 701  
Sears 523 534 542 563 590 595 601 604 617 627 631 635 645 646 650 652 654 656 659 661 668 670 682 683 688 691 703 725 726  
Sharp 521 526 585 605 607 628 629 652 654 655 658 669 670 674 679 739 740 741  
Signature 675  
Solavox 612  
Sony 500 578 640 670 690 758  
Soundesign 525 536 541 627 652 654 657 659 661 665 666 682  
Starlite 657  
Supra 523  
Sylvania 506 525 536 566 568 569 573 600 610 652 654 656 659 660 664 665 666 671 672 674 677 723 724 729 733 756 764

## Remote Control Device Codes

**Symphonic** 632 657 662 677 692 694  
**Tandy** 521 605  
**Tatung** 509 651 663 698  
**Technics** 508 673 676  
**Techwood** 523 573 652 654 660 676  
**Teknika** 504 505 512 516 523 524 525  
 526 534 536 541 573 644 652 653 654  
 655 657 658 661 662 664 665 666 670  
 672 675 680 682 685 726 727  
**Telefunken** 679  
**Toshiba** 516 590 617 631 635 667 680  
 683 688 750  
**Totevision** 526 658 668  
**Ultra** 672  
**Universal** 543 690  
**Vector Research** 506  
**Video Concepts** 570 661  
**Viewsonic** 760  
**Wards** 536 573 607 645 650 652 653 654  
 656 659 664 665 666 667 668 669 674  
 675 677 682 690 715 723 724 729  
**White Westinghouse** 659 664 670 672  
 674  
**Yamaha** 505 506 573 652 653 654 656  
 664 666 672 679  
**Zenith** 501 520 639 652 672 675 693 747

## VCR Codes

## Programming in AUX mode:

In most cases use these codes to program in VCR mode; however, if programming in AUX mode, press 1 before entering the VCR code.

**Aiwa** 588 622 623  
**Akai** 513 514 515 516 517 518 520 568  
 682  
**Alba** 546  
**Amstrad** 588  
**ASA** 556  
**Audiovox** 676  
**Bell & Howell** 581  
**Broksonic** 559 748  
**Bush** 589  
**Calix** 676  
**Canon** 554 678 679  
**Capehart** 546  
**CCE** 681  
**Citizen** 534 591 592 594 675 676 677  
**Colortyme** 592  
**Craig** 591 608 675 676 681 685  
**CurtisMathes** 554 592 594 605 607 675  
 677 678 679 683  
**Daewoo** 506 534 546 547 559 588  
**Daytron** 546  
**Denon** 686  
**Dimensia** 607  
**Dumont** 549  
**Electrohome** 512 676  
**Emerson** 505 506 508 509 511 512 534  
 559 568 588 590 618 676 678  
**Finlandia** 549  
**Finlux** 549 556 588  
**Fisher** 548 549 581 584 588 608 610  
**Fuji** 678  
**Funai** 588

**Garrard** 588  
**GE** 550 551 552 554 572 591 605 607 675  
 678 679  
**GoVideo** 557 558 620 685  
**Goldstar** 592 594 676 747  
**Goodmans** 585 589  
**Gradiente** 588  
**Granada** 549 581  
**Grundig** 556  
**Harmon/Kardon** 568 592  
**Harwood** 681  
**Hinari** 589  
**Hitachi** 536 538 539 540 588 595 597 680  
 682 686  
**ITT** 518  
**JCPenney** 554 581 591 592 594 595 600  
 674 675 676 678 679 680 681 685 686  
**Jensen** 595 680 682  
**JVC** 561 562 563 581 592 594 600 674  
 682 686  
**Kenwood** 562 581 592 594 600 674 677  
 682 683  
**KLH** 681  
**Kodak** 676 678  
**Lloyds** 683  
**Logik** 589 681 685  
**Luxor** 518  
**LXI** 676  
**Magnasonic** 685  
**Magnavox** 527 533 554 556 678 679 685  
**Marantz** 554 556 581 585 592 594 600  
 602 674 677 678 683  
**Matsushita** 678  
**Memorex** 507 533 549 554 566 581 585  
 588 608 675 676 678 686  
**MGA** 512 567 568  
**Minolta** 595 680 686  
**Mitsubishi** 512 562 567 568 570 571 595  
 680  
**Motorola** 678  
**MTC** 544 588 675 685  
**Multitech** 579 588 675 677 681  
**NAD** 739  
**NEC** 562 581 592 594 600 602 674 677  
 682 683  
**Nikko** 676  
**Noblex** 675  
**Olympus** 678  
**Optimus** 676  
**Optonica** 585  
**Orion** 506  
**Panasonic** 523 554 598 614 628 633 678  
 679 685 747  
**Pentax** 592 595 677 680 683 686  
**Pentex Research** 594  
**Perdio** 588  
**Philco** 554 678 679 686  
**Philips** 554 556 585 678  
**Pioneer** 562 573 574 575 576 600 674  
 680  
**Portland** 546 677  
**Proscan** 605 607  
**Proton** 685  
**Quasar** 554 678 679 747  
**RadioShack** 512 607 608 610  
**RadioShack/Realistic** 581 584 588 608  
 675 676 678 679  
**Radix** 676  
**RCA** 518 525 527 528 591 595 605 607  
 615 631 649 675 678 680 686  
**Realistic** 534 549 554 581 584 585 588  
 608 675 678 679  
**Ricoh** 502  
**Runco** 533  
**Saisho** 506  
**Salora** 567 581

**Samsung** 515 517 534 579 591 675 755  
**Sansui** 544 562 600 674 682 685  
**Sanyo** 549 581 582 583 608 675  
**SBR** 556  
**Schneider** 589  
**Scott** 508 534 559 590  
**Sears** 548 549 581 584 595 608 610 676  
 678 680 683 686  
**Sentra** 546  
**Sharp** 512 585 607 625  
**Shintom** 589 595 681 685  
**Singer** 678 681 685  
**Sony** 500 501 502 504  
**STS** 678  
**Sylvania** 554 556 567 588 678 679 756  
**Symphonic** 588 594 683  
**Tandy** 581 588  
**Tashiko** 588 676  
**Tatung** 594 682  
**Teac** 588 594 682  
**Technics** 554 633 678  
**Teknika** 554 588 676 678  
**Toshiba** 534 535 567 584 590 680  
**Totevision** 591 675 676  
**Unitech** 675  
**VectorResearch** 534 592 600 674 677  
 683  
**Video Concepts** 534 568 592 600 674  
 677 683  
**Wards** 534 588 595 608 675 676 678 680  
 681  
**XR-1000** 588 678 681  
**Yamaha** 581 592 594 600 674 682 683  
**Zenith** 500 501 533 747

## Tuner/Amplifier Codes

## Programming in AUX mode:

Press 2 before entering the tuner/amplifier code.

**Aiwa** 636 641 656 687 718 720 724 725  
 726  
**Bose** 761  
**Carver** 653  
**Citizen** 709  
**Curtis Mathes** 734  
**Denon** 647 674 757 758 759 760 762  
**Fisher** 653 741  
**GE** 711  
**Goldstar** 677 690  
**Harmon/Kardon** 640 672 751  
**Hitachi** 717 754  
**JBL** 640  
**JVC** 637 683 703 725  
**Kenwood** 649 676 691 726 728 745  
**Luxman** 752  
**Magnavox** 654 705 740  
**Marantz** 651 740 742 743 764  
**NAD** 739  
**Nakamichi** 671 748 750  
**NEC** 716 739  
**Onkyo** 642 660 662 678  
**Optimus** 648 664 734 744 749  
**Panasonic** 643 644 652 742 746 764  
**Pioneer** 658 667 668 679 702 734  
**Proton** 654 705  
**Quasar** 652 742 746 764  
**Radio Shack** 744

## Reference

### Remote Control Device Codes

RCA 635 638 704 727  
Sansui 753  
Sanyo 741  
Sharp 712 713 714 715 749  
Sherwood 646 670 736 738 744  
Sony 639 645 650 687 728 729 730  
Soundmatters 763  
Teac 684 737  
Technics 643 644 652 742 746 764  
Toshiba 710  
Yamaha 663 730 731 732 733 745 747

### DVD Player Codes

#### Programming in AUX mode:

In most cases use these codes to program in VCR mode; however, if programming in AUX mode, press 1 before entering the VCR code.

Aiwa 634 694 751  
Alpine 653  
Apex 654 655 743 744 757  
Bose 758  
Broksonic 656 752  
Clarion 696  
Classic 695  
Daewoo 657  
Denon 697 698 699 700  
Emerson 658 701  
Fisher 659  
Funai 658  
GE 702 703  
Go Video 692 693  
GPX 704  
Hitachi 632 635 660 705 706 707  
JVC 636 689 708 711  
Kenwood 761  
Konka 637 638 753  
Koss 745  
Lasonic 762  
Magnavox 626 661  
Memorex 709  
Mintek 710  
Mitsubishi 629 767  
NAD 701  
Nakamichi 763  
Norcent 712  
Onkyo 713  
Oritron 723  
Panasonic 639 662 663 714 715 716 717 734 765  
Philips 640 641 766  
Pioneer 665 718 719  
Proscan 720  
Qwestar 721 723  
RCA 627 650 666 690 742 749  
Sampo 724  
Samsung 651 652 667 668 691 740 741  
Sansui 725 754  
Sanyo 643 726  
Sharp 669 727 746  
Sherwood 728  
Sony 617 644 645 670 671 729 730 731  
Sylvania 658 764  
Teac 732  
Technics 733

Techwood 664  
Toshiba 616 646 647 672 735 736 750  
Yamaha 737 738 739  
Zenith 648 673

### TV/DVD Combo Codes

#### Programming for combination equipment:

Program the remote control in TV mode and then in VCR (or AUX - press 1 before entering the DVD code) mode.

Aiwa 751  
Apex 757  
Broksonic 752  
Konka 753  
Panasonic 734 765  
RCA 749  
Sansui 754  
Sylvania 764  
Toshiba 750

### TV/VCR Combo Codes

#### Programming for

#### combination equipment:

Program the remote control in TV mode and then in VCR mode.

Broksonic 748  
Goldstar 747  
Panasonic 747  
Quasar 747  
Samsung 755  
Sylvania 756  
Zenith 747

### DVD/VCR Combo Codes

#### Programming for

#### combination equipment:

Use VCR mode to control VCR and DVD functions; however, if programming in AUX mode, press 1 before entering the DVD/VCR code.

Go Video 692 693  
JVC 689  
RCA 690  
Samsung 667 691

Notes

## Reference

### Remote Control Device Codes

### Notes





## Appendix

- **LIMITED WARRANTY**
- **RESIDENTIAL CUSTOMER AGREEMENT**
- **STAYING LEGAL**
- **FCC COMPLIANCE**

## Appendix

### LIMITED WARRANTY



This Limited Warranty is a legal document. Keep it in a safe place. Remember to retain your Bill of Sale for warranty service! Any items returned without a copy of the Proof of Purchase will be considered out of warranty.

#### What the Warranty Covers

This warranty extends only to the original user of the equipment and is limited to the purchase price of each part. EchoStar Technologies Corporation and its affiliated companies ("EchoStar") warrant this system against defects in materials or workmanship as follows:

- **Labor:** For a period of one (1) year from the original date of purchase, if EchoStar determines that the equipment is defective subject to the limitations of this warranty, it will be replaced at no charge for labor. EchoStar warrants any such work done against defects in materials or workmanship for the remaining portion of the original warranty period.
- **Parts:** For a period of one (1) year from the original date of purchase, EchoStar will supply, at no charge, new or re-manufactured parts in exchange for parts determined to be defective subject to the limitations of this warranty. EchoStar warrants any such replacement parts against defects in materials or workmanship for the remaining part of the original warranty period.

**Note:** "Parts" means items included in this package, which may include the satellite dish assembly, receiver, LNBF, remote control, or dish mounting hardware. It does not include other parts purchased separately.

#### What the Warranty Does Not Cover

- This warranty does not cover installation of the system. If applicable, such installation will be warranted under a separate installation agreement.
- This warranty does not cover consumer instruction, physical setup or adjustment of any consumer electronic devices, remote control batteries, signal reception problems, loss of use of the system, or unused programming charges due to system malfunction.
- This warranty does not cover cosmetic damage, damage due to lightning, electrical or telephone line surges, battery leakage, fire, flood, or other acts of Nature, accident, misuse, abuse, repair or alteration by other than authorized factory service, use of accessories not recommended by the receiver manufacturer, negligence, commercial or institutional use, or improper or neglected maintenance.
- This warranty does not cover equipment sold AS IS or WITH ALL FAULTS, shipping and handling, removal or reinstallation, shipping damage if the equipment was not packed and shipped in the manner prescribed, nor equipment purchased, serviced, or operated outside the continental United States of America.

#### Legal Limitations

REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS YOUR EXCLUSIVE REMEDY. ECHOSTAR SHALL NOT BE HELD LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR BREACH OF ANY EXPRESSED OR IMPLIED WARRANTY ON THIS SYSTEM, NOR FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF, OR INABILITY TO USE, THIS SYSTEM. UNDER NO CIRCUMSTANCES SHALL ECHOSTAR'S LIABILITY, IF ANY, EXCEED THE PURCHASE PRICE PAID FOR THIS SYSTEM. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS SYSTEM IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. ECHOSTAR RESERVES THE RIGHT TO REFUSE TO HONOR THIS WARRANTY IF ECHOSTAR DETERMINES ANY OF THE ABOVE EXCEPTIONS TO HAVE CAUSED THIS SYSTEM NOT TO HAVE PERFORMED PROPERLY. THIS WARRANTY SHALL BE VOID IF ANY FACTORY-APPLIED IDENTIFICATION MARK, INCLUDING BUT NOT LIMITED TO SERIAL OR CONDITIONAL ACCESS NUMBERS, HAS BEEN ALTERED OR REMOVED. THIS WARRANTY SHALL ALSO BE VOID IF THE RECEIVER HAS BEEN OPENED BY AN UNAUTHORIZED PERSON.

#### If You Need Assistance

- 1 Call the Customer Service Center at 1-800-333-DISH (3474). Have the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number ready. Display the Important System Information menu to find these numbers.
- 2 A Customer Service Representative will assist you.
- 3 If the Representative determines you should return any equipment, you will be directed to call a Return Authorization representative. Before shipping any equipment, you must talk to a Return Authorization representative and must obtain a Return Authorization (RA) number.

**Residential Customer Agreement**

- 4 You will be given the appropriate address for which to return your equipment. Whether under warranty or not, you will be responsible for the cost of shipping back the defective equipment. For faster service, see the Advance Exchange Program below.
- 5 Returned equipment must be packaged properly, using either the original shipping materials or the packaging in which the replacement equipment is shipped. Include a copy of the Bill of Sale. Any items returned without a copy of the Proof of Purchase will be considered out of warranty. Follow the instructions given to you by the Customer Service Representative.
- 6 Write the RA number in large, clearly visible characters on the outside of the shipping box that you use to return the equipment. To avoid confusion and misunderstandings, shipments without an RA number clearly visible on the outside of the box will be returned to you at your expense.

**Advance Exchange Program**

The Advance Exchange Program allows you to have replacement equipment shipped immediately to you (depending upon where you live, it could take three to five business days). Along with replacement equipment, you will receive a prepaid shipping label and instructions on how to return the defective equipment. The shipping charge, for receiving replacement equipment and returning the defective equipment, is a one-time fee based on EchoStar's competitive bulk shipping rates (additional charges may apply outside of the continental US). This fee will be charged to your billing account or your valid credit card. If you do not ship the defective equipment to EchoStar within ten days after receiving the replacement, your billing account or credit card will be charged the market price of the replacement. If you return the defective equipment after ten days, you will receive a full refund less an administrative fee.

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, billing account or credit card will be charged the market price of the replacement.

**Post Receipt Exchange Program**

You may choose to ship the equipment to us at your cost. To provide faster service, upon receipt of your equipment you will be shipped a replacement. Your original equipment will not be available for return.

The equipment you return will be checked to verify whether it is covered under this warranty. If the defective equipment is covered under this warranty, it will be replaced and shipped back to you at no additional cost (additional charges may apply outside of the continental US).

If your equipment is out of warranty and can be repaired your billing account or credit card will be charged the standard repair fee for the replacement. If damage to the defective equipment is found, which EchoStar in its sole discretion determines has voided the warranty, or makes the equipment unrepairable, your billing account or credit card will be charged the market price of the replacement.

**Accessory Warranty**

An accessory is any DISH Network branded equipment, displaying the DISH Network logo, excluding the receiver, cables and hookups, and non-mechanical components. A one-year warranty becomes effective upon the activation of the DISH system or date of purchase, if bought separately. A proof of purchase is required to verify the purchase date. If an accessory has an expired warranty, no exchange will be issued. You may purchase replacement accessories from DISH Network or your local retailer.

**RESIDENTIAL CUSTOMER AGREEMENT**

Thank you for choosing DISH Network for your television service provider. DISH Network is happy to answer any questions you may have and to provide you with technical and other customer support. You may contact us 24 hours a day, any day of the year, by any of the following means:

Phone: 1 (800) 333-DISH (3474)  
 Email: [Feedback@customermail.dishnetwork.com](mailto:Feedback@customermail.dishnetwork.com)  
 Mail: DISH NETWORK CUSTOMER SERVICE CENTER  
 P.O. BOX 9033  
 LITTLETON, CO 80160  
 Website: [www.dishnetwork.com](http://www.dishnetwork.com)

## Appendix

### Residential Customer Agreement

To view this Residential Customer Agreement (the "Agreement") in Spanish, please visit our website at [www.dishnetwork.com](http://www.dishnetwork.com) or call us at 1 (800) 333-DISH and we will send you a copy. Para ver este Acuerdo en español por favor visite [www.dishnetwork.com](http://www.dishnetwork.com) o llame al 1(800)333-DISH y le enviaremos una copia. "DISH Network" is a trademark of EchoStar Satellite L.L.C. For purposes of this Agreement and any promotion agreement only, "DISH Network", "we" or "us" shall mean EchoStar Satellite L.L.C. or, where applicable under the particular circumstances, third party billing agents, and "you" or "your" refer to you, the DISH Network subscriber.

THIS RESIDENTIAL CUSTOMER AGREEMENT ("AGREEMENT") DESCRIBES THE TERMS AND CONDITIONS UNDER WHICH DISH NETWORK WILL PROVIDE ITS SERVICES TO YOU. THIS AGREEMENT IS EFFECTIVE UNTIL CHANGED OR REPLACED. IF YOU DO NOT ACCEPT THESE TERMS AND CONDITIONS, OR ANY SUBSEQUENT CHANGES TO THESE TERMS AND CONDITIONS, PLEASE NOTIFY US IMMEDIATELY AND WE WILL CANCEL YOUR SERVICE. IF YOU ARE A NEW DISH NETWORK CUSTOMER, YOUR ACTIVATION OF A DISH NETWORK ACCOUNT AND RECEIPT OF DISH NETWORK SERVICES SHALL CONSTITUTE YOUR ACCEPTANCE OF THIS AGREEMENT AND ITS TERMS AND CONDITIONS WILL BE LEGALLY BINDING UPON YOU. IF YOU ARE AN EXISTING DISH NETWORK CUSTOMER, WE WILL NOTIFY YOU OF ANY MODIFICATIONS TO THE TERMS AND CONDITIONS OF THIS AGREEMENT AND YOUR CONTINUED RECEIPT OF DISH NETWORK SERVICES FOLLOWING RECEIPT OF SUCH NOTICE AND PUBLICATION BY DISH NETWORK ON ITS WEB SITE OF SUCH MODIFICATIONS, SHALL CONSTITUTE YOUR ACCEPTANCE OF SUCH MODIFIED TERMS AND CONDITIONS, AND, ACCORDINGLY, THEY WILL BE LEGALLY BINDING ON YOU. IF YOU WOULD LIKE TO RECEIVE A WRITTEN COPY OF THIS AGREEMENT AT ANY TIME, PLEASE CONTACT US AT THE E-MAIL ADDRESS, PHONE NUMBER OR MAILING ADDRESS LISTED ABOVE.

#### 1. THE DISH NETWORK SERVICE

A. Services Defined. DISH Network offers a wide variety of video, audio and interactive programming and other services and we are constantly striving to add new services to our lineup. For purposes of this Agreement, the term "Services" shall mean any programming or other services that are currently available from DISH Network (whether subscription based or pay-per-view based) or that we may provide to consumers either now or in the future.

B. Programming Changes. Except as otherwise set forth in this Agreement or the specific agreement applicable to your promotion, if any, you may change your programming selection at any time by notifying us. A fee may apply to such changes ("Change of Service Fee"). In addition (and without limitation), you may be charged a fee ("Service Access Fee") if you fail to subscribe to one of the following DISH Network basic programming packages: America's Top 60, America's Top 120, America's Top 180, Great Wall TV Package, DISH Latino, DISH Latino Dos or DISH Latino Max, or any of their successor packages. Some Services are only available if you purchase and maintain a minimum level of programming.

C. Programming Availability. Certain Services transmitted by us, including but not limited to some subscription Services, sporting events and broadcast network Services, may be blacked out in your area of reception. If you circumvent or attempt to circumvent any of these blackouts, you may be subject to legal action. You must be at least 18 years of age, or the applicable age of majority where you reside, in order to receive adult-oriented programming services. It is your responsibility to impose any viewing restrictions on other family members or guests, as you deem appropriate. We are not responsible to you or anyone else based on the content of programming.

D. Ordering Pay Per View. You may order DISH Network pay-per-view Services by using your on-screen Program Guide and remote control unit to select the movies and other events we offer. To receive the full functionality of DISH Network pay-per-view Services, your DISH Network digital direct broadcast satellite ("DBS") receiver must be connected to a land-based telephone line. You may also order DISH Network special events and pay-per-view Services over the telephone by calling our Customer Service Center or by using our automated system through the following toll free number: 1-877-DISH-PPV (3474-778). A fee will apply for use of this automated system ("Pay-Per-View Automated Fee") or the Customer Service Center ("Pay-Per-View Live Operator Fee").

E. Private Viewing. DISH Network provides Services to you for your private home viewing, use and enjoyment. You agree that no Services provided to you will be viewed in areas open to the public or in commercial establishments. Services may not be rebroadcast, nor performed, nor may admission be charged for listening to or viewing any Services. If we later determine that you utilized your DISH Network Equipment (including without limitation any DISH Network receivers) (or sold, leased or otherwise gave possession of such equipment to a third party who you knew or reasonably should have known intended to use it) to permit the viewing of Services in a commercial establishment or any other area open to the public, we may disconnect your Services and in addition to all other applicable fees, you agree to pay us the difference between the price actually paid for Services and the full commercial rate for such Services, regardless of whether we have or had the commercial rights to distribute such Services in a commercial establishment. The payment of that amount and/or the disconnection of Services shall not prejudice our ability to exercise any other rights or remedies we may have under contract (including without limitation this Agreement), at law, in equity, or otherwise.

F. Additional Receivers. We may allow you to place additional receivers on your account in our sole discretion. Each additional receiver will be authorized to receive the same Services as your initial receiver. This option is only available if your initial DISH Network receiver and all additional receiver(s) are located at the same residence and are continuously connected to your same land-based telephone line. Unless otherwise specified in the agreement applicable to your specific promotion, if any, DISH Network will charge you an additional outlet programming access

## Residential Customer Agreement

fee ("Additional Outlet Programming Access Fee") for each additional receiver or tuner added to your account, including without limitation those model receivers which support independent viewing of programming on multiple televisions. If you desire to receive Services at two different locations, you must open a separate account for each location. You agree that you will not directly or indirectly use a single account for the purpose of authorizing Services for multiple DISH Network receivers that are not all located in the same residence and connected to your same land-based telephone line. If we later determine that you did, we may disconnect your Services and, in addition to all other applicable fees, you agree to pay us the difference between the amounts actually received by us and the full retail price for the Services authorized for each DISH Network receiver on your account, whether owned by you or not. The payment of that amount and/or the disconnection of Services shall be in addition to any other rights or remedies we may have under contract (including without limitation this Agreement), at law, in equity, or otherwise.

G. Changes in Services Offered. We reserve the right to add to, delete from, rearrange or change any programming, programming packages or other Services that we offer, and our prices or fees related to such programming, programming packages or Services at any time. If a change affects you, we will provide you notice of such change and its effective date. The notice may be provided on your billing statement, as a bill insert, broadcast on a television channel, or by any other means. In the event that we delete or change any programming, programming packages or other Services, you understand and agree that we have no obligation to replace or supplement any programming, programming packages or other Services previously offered that have been deleted, rearranged or otherwise changed. You further understand and agree that you will not be entitled to any refund because of a change in the contents of any programming, programming packages, or other Services previously offered.

H. Multi-Month Subscriptions. For multi-month subscriptions, you may downgrade your Services only at your time of renewal. You may not downgrade your Services during the term of a multi-month subscription.

## 2. BILLING POLICIES AND PAYMENTS FOR SERVICES

A. You agree to pay all amounts billed for Services and to pay all taxes, fees and other charges, if any, which are now or may in the future be assessed in connection with any Services you receive from us. Unless you prepay for a multi-month subscription to Services, we will bill you each month, in advance, for most Services and in arrears for other Services such as pay-per-view ordered by you or anyone who uses your DISH Network Equipment, whether with or without your permission, until you cancel your Services. Bills you receive will show the total amount due, the payment due date, payments, credits, purchases and certain other charges to your account.

B. You agree to pay us in full monthly by the payment due date indicated on your bill for your Services and for any other charges due and owing to us, including without limitation any fees named in this Section 2. If you fail to pay your bill on or before its due date, you agree to pay an administrative fee for late payment ("Late Payment Fee") as described below. Other fees and charges may also be assessed. You may submit your payment by mail, on our website, through our credit card autopay program, by calling a DISH Network customer service representative or by any other means we may designate. Different or other payment options may be applicable where billing is provided through a billing agent. If payment is made using a DISH Network customer service representative, a fee will be assessed ("Live Operator Payment Fee") as described below. If partial payments are made, they will be applied first to the oldest outstanding bill. We do not assume the risk of undelivered mail. If you send checks or money orders marked with a designation such as "payment in full," we can accept them without waiving any of our rights, including without limitation our rights to collect any other amounts owed by you, notwithstanding your characterization of such payment. DISH Network does not extend credit to our customers, and the Late Payment Fee is not interest, a credit service charge or a finance charge. You understand and agree that in the case of late payment or nonpayment for any Services ordered by you or for any of the charges stated below, we may report such late payment or nonpayment to credit reporting agencies. If you do not pay your bill in full by its due date, we have the right to disconnect your Services at any time thereafter, in our sole discretion. If your Services are disconnected for non-payment or for any other reason, DISH Network may require you to pay, and you agree to pay, all past due charges, a fee for reconnection ("Reconnect Fee"), a deposit equal to a minimum of one month's service charges and all outstanding balances accrued through the date of such disconnection, before we reconnect your Services. Unless required by applicable law, deposits will not be held segregated from other funds and shall not earn or accrue interest. If you at any time fail, neglect, or refuse to make timely payments for your Services, we may disconnect your Services and in such event shall be wholly relieved from any of our obligations under the terms and conditions of this Agreement. Promotional pricing is valid only at time of installation. Additional charges may apply for you to upgrade your Services or Equipment after installation or for non-standard installations.

C. If you paid for an annual or other multi-month subscription to any Services and your account is past due for any amount owed to us, at our option we may suspend any or all Services until we receive your payment, and/or convert your annual or other multi-month subscription to a monthly subscription. If we convert your multi-month subscription to a monthly subscription, we will first apply the amount you paid for your multi-month subscription to any past due amounts and then any remaining amounts to any obligations you incur in the future. If we elect to offset the amount paid for the remaining portion of a multi-month subscription against amounts past due, you agree to pay, in addition to all other applicable fees, an offset fee ("Offset Fee") for each month and partial month that your multi-month subscription was previously received.

## Appendix

### Residential Customer Agreement

D. If we use a collection agency or attorney to collect any money you owe us or to assert any other right which we may have against you, you agree to pay the reasonable costs of collection or other action. These costs might include, but are not limited to, the costs of a collection agency, reasonable attorney's fees and court costs. If there are billing errors or other requests for credit, you may contact our Customer Service Center by telephone or in writing. You must contact us within twenty (20) days after the date you receive the billing statement for which you are seeking corrections. Failure to timely notify us of a dispute shall constitute your acceptance of the corresponding bill. Undisputed portions of a billing statement must be paid before the next billing statement is issued to avoid an administrative fee for late payment. All payments for Services must be made directly by you to us. DISH Network shall have no obligation to provide Services for which payment is made by you or on your behalf to a third party.

E. In addition to (and without limitation of) any amounts due for your Services, you agree to pay the fees referenced below ("Fees") if and when applicable and as such fees may be changed at any time and from time to time. DISH Network reserves the right to increase these Fees or add additional Fees at any time and from time to time, in our sole discretion upon notice to you. Such notice may be provided by mail, on your bill, by telephone or by any other reasonable means.

Additional Outlet Programming Access Fee (monthly, per additional tuner or receiver):	\$4.99
Change of Programming Service Fee:	\$5.00
Duplicate Billing Statement Fee:	\$2.00
DISH Network DVR Service Fee (monthly per Digital Video Recording receiver):	\$4.98
Late Payment Fee:	\$5.00
Ledger Request Fee:	\$5.00
Live Operator Payment Fee:	\$5.00
Offset Fee:	\$2.00
Overnight Delivery Fee:	\$18.00
Pay-Per-View Automated Fee:	\$1.00
Pay-Per-View Live Operator Fee:	\$5.00
Reconnect Fee:	\$25.00
Returned Payment Fee:	\$10.00
Service Access Fee (monthly):	\$5.00
Smart Card Replacement Fee:	\$50.00

### 3. CANCELLATION OF SERVICE

A. Your Services will continue until cancelled as provided for herein. Your subscription will be automatically renewed unless and until you contact us to cancel it as provided for in the next paragraph.

B. You have the right to cancel your Services for any reason and at any time by notifying us via telephone, via e-mail or in writing, at the phone number, e-mail address or mailing address set forth on the first page of this Agreement. Please be aware that certain promotions have a minimum term agreement and if you cancel your service prior to the expiration of that term agreement, certain early termination or cancellation fees may apply.

C. DISH Network has the right to disconnect your Services at any time without providing notice to you if: (i) you fail to pay any bill when it is due; (ii) we receive confirmation that you have received Services, or any part of Services without paying for them; (iii) you otherwise violate the terms and conditions of this Agreement or any promotion agreement; (iv) you transfer, encumber or relocate your Equipment (unless you relocate such equipment as part of a residential move into an area that can receive Programming); (v) you assign or attempt to assign any of your rights, duties or obligations under the terms and conditions of this Agreement or any promotion agreement; (vi) you are receiving applicable services from a third party billing agent and become ineligible for such services; or (vii) any act of bankruptcy on your part or the commencement of bankruptcy proceedings against you.

D. If your Services are canceled or disconnected for any reason, you are still responsible for payment of all outstanding balances accrued, including without limitation any applicable Fees.

E. You understand that, except in certain limited circumstances, charges for Services, once charged to your account, are nonrefundable and no refunds or credits will be provided in connection with the cancellation of subscriptions. If you received a discounted price in exchange for your agreement to pay for your Services on a multi-month basis, and you cancel your Services prior to the expiration of your multi-month subscription, you understand and agree that you are not entitled to any refund or credit for the unused portions of your multi-month subscription and that we may retain any prepaid monies as liquidated damages.

### 4. EQUIPMENT

A. In order to receive Services it will be necessary for you to purchase or lease certain reception equipment consisting primarily of a DISH Network compatible satellite receiver(s), satellite antenna(s), low noise block converter(s) with integrated feed(s) ("LNBFs") and remote control(s) (collectively, "Equipment"). Receiver(s) provided to you may also be equipped with a conditional access card ("Smart Card") inserted into a slot in such receiver. Not all receivers with a Smart Card slot require Smart Cards for proper authorization. Smart Cards remain



## Residential Customer Agreement

the property of DISH Network at all times and any tampering or other unauthorized modification to any Smart Card is strictly prohibited and may result in, and subject you to, legal action. You agree to return Smart Cards to us upon our request.

B. Smart Cards are non-transferable. Your Smart Card will only work in the DISH Network receiver to which it was assigned by DISH Network. If you report to our Customer Service Center that your Smart Card was lost, damaged, defective or stolen, then we will replace it, as long as there is no evidence of unauthorized tampering or modification. A replacement fee will apply ("Smart Card Replacement Fee"). In addition, in order to minimize downtime for your Equipment, DISH Network will, upon your request, deliver a replacement Smart Card to you via overnight delivery in which event our overnight delivery fee ("Overnight Delivery Fee") will apply.

C. DISH Network reserves the rights to alter software, features and/or functionality in your DISH Network receiver, provide data and content to Personal Video Recorder/Digital Video Recorder ("PVR/DVR") products, store data and content on the hard drives of PVR/DVR products, and send electronic counter-measures to your DISH Network receiver, through periodic downloads. DISH Network will use commercially reasonable efforts to schedule these downloads to minimize interference with or interruption to your Services, but shall have no liability to you for any interruptions in Services arising out of or related to such downloads.

D. DISH Network's PVR/DVR Products allow you to record programming in digital format. Total recording time varies depending on your receiver and the nature of the programs being recorded. DISH Network does not guarantee access to or recording of any particular programming. Most programming is the copyrighted material of the third party that supplies it, is protected by copyright and other applicable laws, and may not be reproduced, published, broadcast, rewritten, or redistributed without the written permission of the third party that supplied it except as permitted by the "fair use" provisions of the U.S. copyright laws. DISH Network may, in its sole discretion, add, change or remove features of its PVR/DVR Products and, upon notice to you, introduce or change fees for the use of PVR/DVR Product features. DISH Network will notify you of any change that is within its reasonable control.

E. Your DISH Network receiver contains components and software that are proprietary to DISH Network. You agree that you will not try to reverse-engineer, decompile or disassemble any software or hardware contained within your receiver or our Smart Card. Such actions are strictly prohibited and may result in the termination of this Agreement, disconnection of your Services and/or legal action.

F. To optimize the operation of your Equipment, you must connect each DISH Network receiver on your account to a land-based telephone line. For accounts containing multiple receivers, each receiver must be continuously connected to the same land-based telephone line. Failure to connect each receiver to the same land-based telephone line may result in interruption or disconnection of Services.

G. If your Equipment is stolen or otherwise removed from your premises without your authorization, you must notify our Customer Service Center immediately, but in any event not more than three (3) business days after such removal to avoid liability for payment for unauthorized use of your Equipment. You will not be liable for unauthorized use that occurs after we have received your notification.

H. You are licensed to use the software provided in your DISH Network receiver(s), as updated by DISH Network from time to time, solely in executable code form and solely in conjunction with lawful operation of the DISH Network receiver(s) that you purchased or leased. You may not copy, modify or transfer any software provided in your DISH Network receiver(s), or any copy thereof, in whole or in part. You may not reverse engineer, disassemble, decompile or translate such software, or otherwise attempt to derive its source code, except to the extent allowed under any applicable laws. Any attempt to transfer any of the rights, duties or obligations of this license agreement is null and void. You may not rent, lease, load, resell for profit or distribute any software provided in your DISH Network receiver(s), or any part thereof. Such software is licensed, not sold, to you for use only under the terms and conditions of this license agreement, and DISH Network and its suppliers reserve all rights not expressly granted to you. Except as stated above, this license agreement does not grant to you any intellectual property rights in the software. If you breach any term or condition of this license agreement, this license agreement will terminate immediately upon notice to you.

## 5. LEASED EQUIPMENT

A. DISH Network may, from time to time, lease certain Equipment to subscribers. If you elect to lease Equipment from DISH Network, the terms and conditions of the applicable promotional lease agreement shall apply, which are in addition to (and without limitation of) the terms and conditions of this Agreement. Unless otherwise provided in your promotional lease agreement, such Equipment shall at all times remain the sole and exclusive property of DISH Network and we will have the right, in our sole discretion, to provide or replace leased Equipment with new or reconditioned Equipment and to remove, or require the return of, such Equipment upon cancellation or disconnection of your Services for any reason. None of such Equipment shall be deemed fixtures or part of your realty. Our ownership of such Equipment may be displayed by notice contained on it. You shall have no right to pledge, sell, mortgage, otherwise encumber, give away, remove, relocate, alter or tamper with such Equipment (or any notice of our ownership thereon) at any time. Any reinstallation, return of, or change in, the location of such Equipment shall be performed by us at our service rates in effect at the time of such service. You shall not attach any electrical or other devices to, or otherwise alter any, Equipment without our prior written consent. We reserve the right to make such filings as may be determined to be necessary by us in our sole discretion to evidence our

## Appendix

### Residential Customer Agreement

ownership rights in such Equipment, and you agree to execute any and all documents as may be so determined to be necessary for us to make such filings. You are responsible for preventing the loss or destruction of leased Equipment and we recommend that such Equipment be covered by your homeowners, renters or other insurance policy.

B. Upon termination of your Services, you must notify our Customer Service Center or call the telephone number set forth in your promotion agreement to schedule the return of your leased Equipment. If such Equipment is not returned in working order, normal wear and tear excepted, certain charges will apply as described in your governing promotion agreement. You are responsible for, and agree to pay, any costs of repair, replacement or other costs if you do not return such Equipment in an undamaged condition.

C. You shall notify us promptly of any defect in, damage to, or accident involving your leased Equipment. All maintenance and repair of such Equipment shall be performed by us or our designee(s). DISH Network may charge you for any repairs that are necessitated by any damage to, or misuse of, such Equipment.

#### 6. TRANSFER OF ACCOUNT, SERVICES OR EQUIPMENT

DISH Network may sell, assign or transfer your account to a third party without notice to you. You may not assign or transfer your Services without our written consent which will not be unreasonably withheld. We may, however, refuse to allow you to assign or transfer your Services if you lease your Equipment or if your account has an outstanding balance.

#### 7. LIMITATION OF OUR LIABILITY

A. NEITHER WE NOR OUR THIRD PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY INTERRUPTIONS IN SERVICE OR FOR ANY DELAY OR FAILURE TO PERFORM, IF SUCH DELAY OR NONPERFORMANCE ARISES IN CONNECTION WITH THE TERMINATION OR SUSPENSION OF DISH NETWORK'S ACCESS TO ALL OR ANY PORTION OF SERVICES, THE RELOCATION OF ALL OR ANY PORTION OF THE SERVICES TO DIFFERENT SATELLITE(S), A CHANGE IN THE FEATURES AVAILABLE WITH YOUR DISH NETWORK DBS EQUIPMENT, ANY SOFTWARE OR OTHER DOWNLOADS INITIATED BY US OR ANY ACTS OF GOD, FIRES, EARTHQUAKES, FLOODS, POWER OR TECHNICAL FAILURE, SATELLITE OR UPLINK FAILURE, ACTS OF ANY GOVERNMENTAL BODY OR ANY OTHER CAUSE BEYOND OUR CONTROL.

B. NEITHER WE NOR OUR THIRD PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES WILL BE LIABLE FOR ANY DAMAGE RESULTING FROM LOSS OF RECORDED MATERIAL OR THE PREVENTION OF RECORDING DUE TO ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT.

C. EXCEPT AS EXPRESSLY PROVIDED TO THE CONTRARY BY APPLICABLE STATE LAW, NEITHER WE NOR OUR THIRD PARTY BILLING AGENTS NOR ANY OF OUR OR THEIR AFFILIATES MAKE ANY WARRANTY, EITHER EXPRESSED OR IMPLIED, REGARDING YOUR DISH NETWORK DBS OR ANY OTHER EQUIPMENT OR ANY SERVICES FURNISHED TO YOU. ALL SUCH WARRANTIES, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED AND EXCLUDED.

D. IN NO EVENT SHALL WE, OUR THIRD PARTY BILLING AGENTS, OR ANY OF OUR OR THEIR AFFILIATES HAVE ANY LIABILITY FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES ARISING OUT OF OR RELATING TO DBS OR ANY OTHER EQUIPMENT OR RESULTING FROM OUR FURNISHING OR FAILURE TO FURNISH ANY SERVICES OR EQUIPMENT TO YOU, OR FROM ANY FAULT, FAILURE, DEFICIENCY OR DEFECT IN SERVICES OR EQUIPMENT FURNISHED TO YOU.

E. It is your responsibility to impose any restrictions on viewing by you, other members of your household, or guests, and we, our third party billing agents, or any of our or their affiliates shall have no liability to anyone due to, or based upon, the content of any of the Services furnished to you.

#### 8. WARNING AGAINST PIRACY AND INFRINGEMENT

A. It is a violation of various U.S. federal and state laws to receive any Services, or any portion of such Services, without paying for them. The penalties for violating such laws can include imprisonment and civil damage awards of up to \$110,000 per violation.

B. Title 47, Section 605(e)(4), United States Code (U.S.C.) makes it a federal crime to modify Equipment to receive encrypted (scrambled) television programming without payment of required subscriptions. Conviction can result in a fine of up to \$500,000 and imprisonment for five years, or both. Any person who procures or willfully causes such modification to Equipment is an accessory to that offense and may be punishable in the same manner. Investigative authority for violations lies with the Federal Bureau of Investigation. Equipment may incorporate copyright protection technology that is protected by U.S. patents and other intellectual property rights. Use of such copyright protection technology must be authorized by Macrovision, and is intended for home and other limited pay-per-view uses only unless otherwise authorized by Macrovision. Reverse engineering or disassembly is prohibited.



## 9. GENERAL

A. Physical Address/Change of Address. When setting up your DISH Network account, you agree to provide us with the physical street address where your Equipment will be located and your Services provided. A post office box does not constitute a physical address and is not sufficient to meet this requirement. You agree to give us prompt notice of your change of name, mailing address, physical address where your Equipment is located, or telephone number. You may do this by notifying our Customer Service Center by telephone or in writing.

B. Notice. If we send you notice, it will be considered given when deposited in the U.S. Mail, addressed to you at your billing address or hand-delivered to you. Our notice to you will also be effective if provided on your billing statement or by telephone. If you give notice to us, it will be deemed given when received by us at the address listed in this Agreement.

C. Credit Checks. You authorize DISH Network to investigate your financial responsibility and creditworthiness, including without limitation acquiring credit reports and histories, and to report any payment defaults to credit reporting agencies. Under the Fair Credit Reporting Act, you have the right to notify DISH Network if you believe we have reported inaccurate information about your account to any Consumer Reporting Agency. Please include the specific item of dispute and why you believe the information reported is in error in any such notice.

D. Personal Information. If you have an on-line account with us, you are fully responsible for maintaining the confidentiality of your password and account username and for all activities that occur under your password and/or account. You agree to: (i) keep your account username and password confidential and not share them with anyone else, and (ii) immediately notify us of any unauthorized use of your password and/or account or other breach of security.

E. Applicable Law. This Agreement, including without limitation all matters relating to its validity, construction, performance and enforcement, and any claim, complaint or dispute arising out of or related to this Agreement or Services, shall be governed by the laws of the State of Colorado without giving effect to its conflict of law provisions. These terms and conditions are subject to amendment, modification or termination if required by such regulations or laws. If any provision in this Agreement is declared to be illegal or in conflict with any law or regulation, that provision may be deleted or modified to the maximum extent permitted under applicable law, without affecting the validity of any other provisions.

F. Billing Agents. We may enter into relationships with third parties to provide billing and other services on our behalf in which case the terms and conditions of this Agreement shall apply to such third parties as applicable under the circumstances.

G. Other. No salesperson, installer, customer service representative, authorized retailer, or other similarly situated individual is authorized to change the terms and conditions of this Agreement. DISH Network may, however, change the terms and conditions of this Agreement at any time and from time to time in its sole discretion and will notify you if that occurs. The terms and conditions of this Agreement that either are expressly stated to survive or by their nature would logically be expected to survive its expiration or termination shall continue thereafter until fully performed. This Agreement is in addition to any other written agreement between you and DISH Network, including without limitation any installation agreement, lease agreement or promotion agreement. Any and all prior oral or written representations, warranties, covenants, understandings or agreements regarding the subject matter hereof are incorporated by reference in, or superseded by, this Agreement, and such other prior oral or written representations, covenants, understandings or agreements shall be of no further force or effect whatsoever. In the event of any conflict between the terms and conditions of this Agreement and any promotion agreement, the terms and conditions of such promotion agreement shall be controlling.

## FCC COMPLIANCE



The following text is extracted from Federal Communications Commission (FCC) regulations, as of the publication date of this *Guide*. Contact the FCC (see following) or your library for the complete text of the regulations.

### Telephone Communication

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the back panel of this equipment is a label that contains, among other information, a product identifier in the format US:AAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant RJ-11 telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant, such as RJ-11. See installation instructions for details.

## Appendix

### FCC Compliance

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, for repair or warranty information, please contact DISH Network at 1-800-333-DISH (3474). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

There are no user serviceable parts inside.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

### Compliance Information Statement

EchoStar Technologies Corporation, 94 Inverness Terrace East, Englewood CO., (303) 706-4000, declares that:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These

limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

# DISH Network DVR Conversion



- **WELCOME**
- **GETTING STARTED**
- **USING DVR CONVERSION**
- **RECORDING FUTURE PROGRAMS**
- **TROUBLESHOOTING**

## WELCOME TO DVR CONVERSION

Now you can enjoy all of the benefits of having a DVR on your satellite receiver without having to exchange it for a DVR satellite receiver. By adding DVR Conversion to your satellite receiver, you can now record and store programs on your external USB 2.0 hard disk drive. This service has a one-time activation fee, and there is no monthly DVR service fee.

DVR Conversion lets you decide how you watch TV. You can record and play back audio and video with full digital quality. You can pause a live program and not miss any of the action, or you can record a program to watch later without a VCR.

With DVR Conversion, you can now view up to 9 days of programming on the Program Guide rather than just 2 days, making it easy to set up timers to record the programs that you want to watch.

### Overview

The information in this document is separated into a few sections to make it easy for you to find exactly what you're looking for:

- *Getting Started* gives you a brief overview of DISH Network's DVR Conversion (see page 3).
- *Using DVR Conversion* explains how to use the recording features of your external hard disk drive to maximize your viewing pleasure (see page 5).
- *Recording Future Programs* shows you how you can set up timers to record and play back your favorite programs when you want to watch them (see page 10).
- *Troubleshooting* lists possible problems and gives instructions on how to solve them (see page 19).

**Note:** This document references your receiver's *User Guide* and websites for additional information.

## GETTING STARTED WITH DISH NETWORK DVR CONVERSION

- 1 Purchase a USB 2.0 hard disk drive (HDD) from your local consumer electronics store or visit [www.dishnetwork.com](http://www.dishnetwork.com) to locate the DISH Network-recommended hard disk drive providers.

The external hard disk drive must

- Be between 50 GB minimum to 750 GB maximum (external HDD units containing more than one physical internal HDD may not be recognized by the receiver).
- Have its own external power supply (not powered using the USB connection to the receiver).
- Support USB 2.0.

**Note:** Most brand-name external hard drives are compatible. Do-it-yourself kits and expandable racks may not be compatible. Only single-disk hard drive units are supported.

- 2 Connect the external hard drive to the receiver's USB 2.0 port. Be sure to follow the hard drive manufacturer's connection instructions.
- 3 If the hard drive is compatible, a pop-up message appears on your TV screen asking if you want to activate the DISH Network DVR Conversion. You call 888-241-2205 to pay a one-time DVR Conversion fee, which covers all VIP® 211, ViP211k, and DISH 411 receivers on your account.
- 4 After the DVR feature is activated, a confirmation pop-up message appears. Select **OK** on the pop-up message.
- 5 A pop-up message asking if you want to reformat the drive and restart your receiver appears on your TV screen. Your external hard drive needs to be reformatted before it can be used for the DVR feature. If you select **Yes**, anything stored on the hard drive is erased. It may take a few minutes for your receiver to restart and acquire a satellite signal and account authorizations. If you select **No**, the drive is not formatted, the receiver returns to the previous channel, and you are not able to use the DVR Conversion. If you select **No**, you cannot use the external hard drive for DVR Conversion until you select **Yes** and the drive is reformatted. To get the pop-up message to reappear so you can select **Yes**, reconnect the USB cable or turn off and turn on the external hard drive.

## Considerations

Please keep the following considerations in mind while using DISH Network's DVR Conversion.

- Adding the DVR Conversion is currently supported on only the ViP211, ViP211k, or DISH 411 receiver models. Your receiver model is listed on the System Information screen (accessed by pressing MENU on your remote control then pressing 6-1-3).
- The external hard drive must be dedicated for use only with the DISH Network receiver—do not use the drive for other purposes (for example, connecting to your computer).

## Getting Started with DISH Network DVR Conversion

- The drive can be connected to another compatible receiver in your home, but it cannot be connected to a ViP-series DVR receiver with the DVR External Hard Disk Drive Storage activation.
- The external hard drive must remain on, even when the receiver is turned off.
- You can use an external hard drive that has existing material stored on it as long as it meets the requirements listed on page 3. However, it needs to be reformatted when you connect it to your satellite receiver in order to support the DVR Conversion. Reformatting the drive deletes any existing material on it.
- Copy protection restrictions apply to content recorded by the receiver onto the external hard drive. Go to [www.dishnetwork.com](http://www.dishnetwork.com) and search for “copy protection” for more information.
- Currently, content on the external hard drive can be viewed only using ViP211, ViP211k, and DISH 411 receivers on the same account that is activated with the DVR Conversion fee.
- Ensure the external hard drive is kept in a cool, well-ventilated location for optimum external hard drive longevity. Do not move the drive while it is on.

## USING DVR CONVERSION

The Digital Video Recorder (DVR) features let you watch TV the way you want. You can pause, reverse, or skip back through a program. Then you can continue watching TV. Also, you can record and play back a program with full digital audio and video quality, without a VCR.

For example, if you get a phone call while you are watching a live or pre-recorded program, you can pause the program, talk on the phone for an hour, restart the program, and not miss any of the action.

You can move through a program forward and backward in slow motion or frame-by-frame using the DVR's auto recording features while watching live or recorded programs.

### Pausing a Program



On some TVs, the presence of fixed images for extended periods of time may cause them to be permanently imprinted on the screen. Consult your TV user's guide for information on whether this is a problem for your TV, what operating/viewing restrictions apply to avoid this problem, and associated TV warranty coverage.

For a live program, the on-screen pause timer shows how long you've paused the program. The pause timer shows how far you're behind the live program. You can pause a live program for up to one hour. If you think you might be away from the TV for more than an hour but don't want to miss any of the program, consider recording the program (see page 7).



### Reverse, Fast Forward, and Skip

This section describes how to use the DVR buttons to move forward and back quickly while you watch TV.



BACK

Press BACK once to reverse the program 4 times as fast as normal play. Press BACK twice to reverse at 15 times normal speed, three times to reverse at 60 times normal speed, and four times to reverse at 300 times normal speed. The on-screen bar shows how far you've gone. For a live program, you can only reverse back to the last channel change or back one hour, whichever occurs first.



FWD

Press FWD (forward) once to fast forward through the program 4 times normal speed. Press FWD twice to forward at 15 times normal speed, three times to forward at 60 times normal speed, and four times to forward at 300 times normal speed. The on-screen bar shows how far you've gone. Of course, you can't "forward" into the part of a "live" program that hasn't been broadcast yet.



Press SKIP BACK to skip back in the program you are viewing.



Press SKIP FWD to skip ahead in the recorded or delayed program you are viewing.

### Slow Motion and Frame-By-Frame

The DVR Conversion gives you features that allow you to slow down live TV. This section describes how to use the DVR buttons to use slow motion and frame-by-frame advance or reverse while you watch TV. Press PLAY to exit any of the features described below.



PAUSE



BACK

Press PAUSE and then press BACK to reverse the program in slow motion. Press BACK once to reverse the program 1/4 the speed of normal play. Press BACK twice to reverse at normal speed.



PAUSE



FWD

Press PAUSE and then press FWD to forward the program in slow motion. When you press FWD once the program advances at 1/15 the speed of normal play. Press FWD twice to forward at 1/4 as fast as normal play. Press FWD three times to play the program. Of course, you can't "forward" into the part of a "live" program that hasn't been broadcast yet.



PAUSE



Press PAUSE and then press SKIP BACK repeatedly to reverse the recording frame-by-frame.



PAUSE

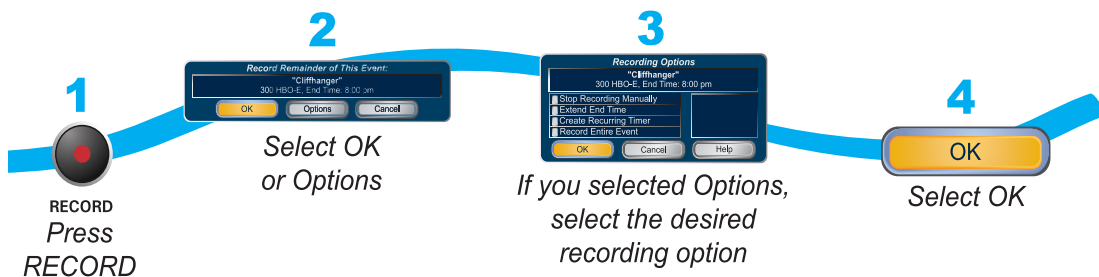


Press PAUSE and then press SKIP FWD repeatedly to advance the recording frame-by-frame.



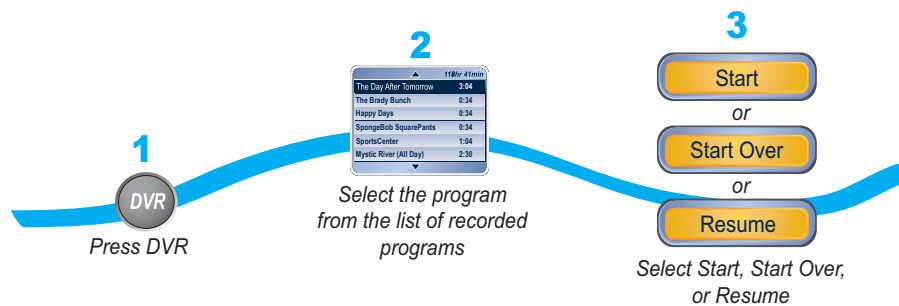
### Recording a Live Program

**Note:** It is not possible to record two live programs off the satellite or two live Over-the-Air (OTA) programs simultaneously. You can record one live program from the satellite and one live program from an OTA, if you have an OTA antenna connected, simultaneously. You can also record one live program and watch one previously recorded program from the external hard drive. You can record one live program from the satellite and simultaneously watch a live OTA program if you have an OTA antenna connected, or you can record one OTA program and simultaneously watch a live satellite program. OTA programs have a yellow background in the Program Guide.



**Note:** Programs recorded in High Definition (HD) require up to six times more storage space than programs recorded in Standard Definition (SD).

### Playing a Recorded Program



### Recording While Watching a Recorded Program

You can set up the satellite receiver to record one live satellite program and one live OTA program while watching a program you've already recorded..



- 1 Press GUIDE to open the Program Guide. Find a current program you want to record now.
- 2 Press SELECT to tune to that program.
- 3 Press RECORD.
- 4 Select **OK** to begin recording now or **Options** to customize your recording settings.
- 5 If you selected **Options**, see *Recording Options* on page 8 for your choices. Select **OK**.
- 6 Press DVR on the remote control. The My Recordings screen opens. You should see the program that is recording indicated by the red dot next to the listing.
- 7 Select a program that you recorded earlier and start the playback.
- 8 You should now be watching a pre-recorded program while the receiver is recording the other program(s).

### Recording Options

When you set up a timer, you can choose from the following options:

- **Stop Recording Manually**—The receiver records until you press STOP. If you forget to press STOP, you may fill your hard drive with one recording.
- **Extend End Time**—You can extend the stop time for the recording. This option is useful for programs that might run overtime, like sporting events or awards shows.
- **Create a Recurring Timer**—You can set up a timer like the one described in *Setting Up an Automatic Timer* on page 15.
- **Record the Entire Event**—The receiver stops recording at the end of the event. This selection is available only if the receiver was turned on and tuned to the channel since the beginning of the program.

**Note:** If you tune to a program after it has begun, then you can record only the part of the program after you tuned to it.

## Grouping and Sorting Recorded Programs

- 1 Press DVR.
- 2 Choose a group or sort option to help you quickly find the program you want to watch:
  - To group programs into folders, select **Group**, then select a Group Option.
  - To sort programs by name, date, or other categories, select **Sort**, then a Sort Option.

The My Recordings list re-arranges itself to match your sorting or grouping selection.



### Tips

- If you have a program paused, press PLAY or PAUSE to continue watching the program. Also, press PLAY to switch from forward or reverse to play.
- Press VIEW LIVE TV to catch up with the program as it's showing now.

## RECORDING FUTURE PROGRAMS

A timer is your instruction telling the satellite receiver the programs you want to view in the future. For most Digital Video Recorder (DVR) timers, you select a specific program on a specific channel and tell the satellite receiver how often you want to record that program to your external hard drive.

DVR recordings are listed in the My Recordings screen, which you can find quickly by pressing the remote control's DVR button.



### Timer Types

There are four types of timers:

- **DVR**—Records an event onto your external hard drive for later viewing.
- **Auto Tune**—Automatically changes the channel for live viewing of the event.
- **Reminder**—Creates an on-screen reminder when the event is about to air.
- **Ext**—Automatically changes the channel for live viewing of the event and sends commands to an external device connected to your RCA-type outputs.

**Note:** To use the **Ext** timer, you must enable it. On your remote control, press MENU, select **System Setup**, select **Installation**, select **TV Enhancement**, select **ERD Setup**, and select **Enable Recording to an External Device**.

### Timer Frequency

Deciding how often you want to watch a program helps you make the best choice:

- **All Episodes**—Records each time that program is on that channel.
- **New Episodes**—Records current season programs each time they occur on that channel.
- **Once**—Records a program or event once (good for movies, sporting events, etc.).
- **Weekly**—Records a program once a week, at that time, on that channel.
- **Daily**—Records a program once a day, at that time, on that channel.
- **Mon-Fri**—Records a program once a day, Monday through Friday, at the selected time, on that channel.
- **DishPASS**—Records programs on all channels (by default) or a specific channel, based on your specific criteria. See page 16 for details.

### Timer Priorities

Priorities are used by the receiver to know which program you would prefer to record, if multiple timers are scheduled to start at the same time. For example, having two satellite TV programs scheduled to record at the same time cannot be done on your satellite receiver; therefore, the receiver records only the program with the highest priority.

- All timers have a priority that you can change at any time.
- The larger the number, the lower priority (for example, priority 1 is higher than priorities 2, 3, and 4).

- You can override a specific timer's priority with a one-time skip or by restoring it. Select a timer in the Daily Schedule, then you'll have an option to **Skip** or **Restore** for that timer (see page 14).

## Timer Options

The Timer Options screen lets you set the following (not used on all options screens):

- **Protect Event**—Prevents your programs from being erased when your external hard drive fills up.
- **Set Resolution**—Set the timer to record only HD or SD programs.  
**Note:** When setting Dish**PASS** timers for programs available in both HD and SD, by default, the receiver automatically selects the HD program for recording.
- **Set Frequency**—Select this option if you want to record only new episodes of a program. By default, all episodes of a Dish**PASS** event will be recorded.
- **Set Channel**—Select a specific channel. When setting manual timers, you select a channel from a scrolling list of all channels in your guide.
- **Start Early**—Select this option if you want to begin recording a few minutes early.
- **End Late**—Select this option if you want to continue recording after the scheduled program ending time.
- **Set as System Default**—Select this option if you want to use the Start Early and End Late settings for this event as the new defaults for future timers.
- **Maximum Recorded Events**—Select this option if you want to automatically delete the oldest unprotected recordings after a specified number are accumulated for this particular timer. This option is particularly valuable for certain Dish**PASS** timers, which might otherwise fill up your external hard drive with too many episodes of a program.

## Timers List

Use the Timers List as described on page 14 to:

- View the general list of timers.
- Select a timer from this list to see a detailed list with specific dates and times of upcoming timers for that program or Dish**PASS** search term(s).
- Set user-selected priorities for each timer. See **Timer Priorities** on page 10.
- Create a Manual timer.
- Create a Dish**PASS** timer.
- Select **Edit List** to edit a timer.

### Daily Schedule

The Daily Schedule lists the timers that are planned for today, the future (up to nine days), and those that occurred in the recent past. Use the Daily Schedule as described on page 14 to:

- Review today's timers. You can choose to skip a scheduled timer, or restore a timer that was not planned to occur, perhaps because of a conflict with another program. See **Timer Priorities** on page 10.
- Review future timers, up to nine days in advance, and make changes as necessary.
- Review past timers to see which occurred, and the reason why one did not, if applicable. See **Reasons Why Timers are Skipped** on page 12.

### Reasons Why Timers are Skipped

If a timer is skipped, the reason is stated on the Timers List.

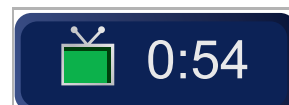
- **Priority**—This timer had a lower priority than other events being recorded at the time.
- **User**—A user chose to skip that timer.
- **Duplicate event**—There is already another timer set to record that program.
- **Event exists in DVR**—The program was already recorded and can be seen in the Daily Schedule list.
- **Not a new episode**—Used for New Episode timers. Currently, a New Episode is one that has the current year listed in the Program Guide information.
- **Incorrect event**—For Weekly, Daily, and Monday-Friday timers. If the guide has a different event listed the timer is skipped. For example, the timer was set up on a Saturday for Daily, but the program is broadcast only Monday-Friday, so the timer is skipped on the weekends.

### When a Timer Starts a Recording

For two minutes before a timer starts a recording, the receiver may display a digital countdown on the TV screen. This symbol disappears when the program begins. While the symbol is displayed, you can do one of the following:

- Press CANCEL to clear the symbol from the TV screen. This does not stop the timer from starting.
- Press INFO or SELECT to see more information on the timer. If you do this, you have the following choices:
  - Select **OK** to continue with the timer.
  - Select **Stop Timer** to stop the timer.

**Note:** Pressing INFO about a timer event only works one time. Subsequently pressing INFO results in the current program's information being displayed in the normal way.



## When the Receiver is Off

If the receiver is off when a timer is scheduled, the receiver responds accordingly:

- **DVR**—records the scheduled event.  
**Note:** Keep the external hard drive on at all times.
- **Auto**—Turn on for the event.
- **Reminder**—Turn on at the scheduled time. After a period of time, if you do nothing, the receiver turns off.
- **Ext**—Turn on for the event and tells the connected external device to record.

## Special Considerations When Using Timers

- **For Locked Programs**—You must enter the receiver password before you can create an automatic timer. You can create a manual timer for a locked program without entering the password. However, if you do this, when the timer starts the receiver may display only an error or password entry menu.
- **For Pay-Per-View Programs**—You must order a Pay-Per-View program when you create a timer for it.
- **For Blacked Out Programs**—If you set a timer for a program that is blacked out in your area, when the timer starts the receiver may only display an error.

## Recording Future Programs

### Using the Timers List

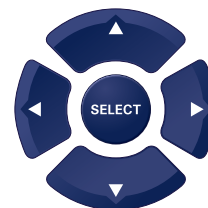


### Using the Daily Schedule



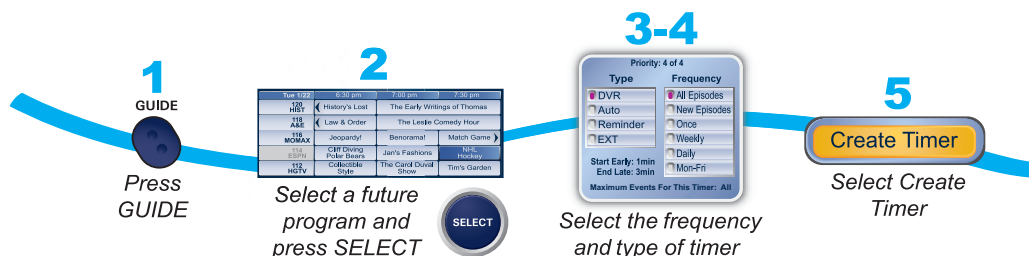
Use the arrow keys on your remote control (up, down, left, or right) to select a future program if you want to Skip or Restore a timer. You can also choose to Protect it or view the start early/end late settings.

- To change the Start Early/End Late setting, select the event within the Timers List.
- If the program is a Dish**PASS** timer, you cannot change the Start Early or End Late times on an individual program; it must be changed on the Dish**PASS** timer, from the Timers List.
- Press PAGE UP to see the previous days' timers. Review these timers if you want to see the result of your timers (for example, if it recorded successfully or why it might have been skipped).



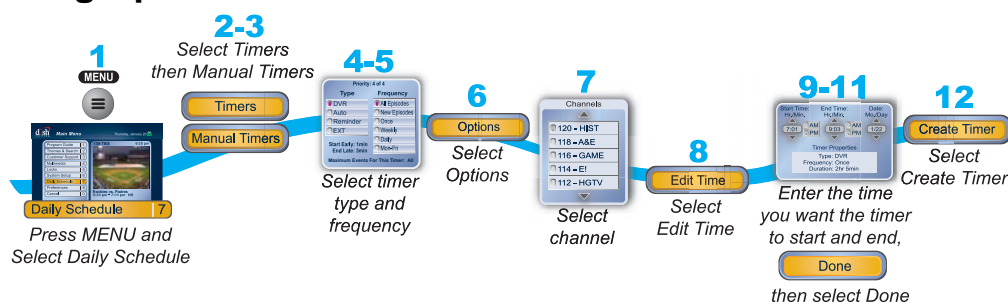


### Setting Up an Automatic Timer



- 1 Find a program to record that starts in the future using the Program Guide or Browse Banner. The program can be a satellite or over-the-air program (see your receiver's *User Guide* for instructions on connecting an over-the-air antenna).
- 2 Select the future event. The Create Timer screen displays.
- 3 Select one of the Timer Types (see page 10 for more details).
- 4 Select the Timer Frequency (see page 10 for more details).
- 5 Select **Options** (see page 11 for more details).
- 6 Select **Set Priority** if you would like to change the priority of the timer (see page 10 for more information).
- 7 Select **Create Timer** to finish making the new timer.

### Setting Up a Manual Timer



- 1 Press MENU and select **Daily Schedule**.
- 2 Select **Timers**.
- 3 Select **Manual Timer**.
- 4 Select one of the Timer Types (see page 10 for more details).
- 5 Select the Timer Frequency (see page 10 for more details).
- 6 Select **Options** (see page 11 for more details).

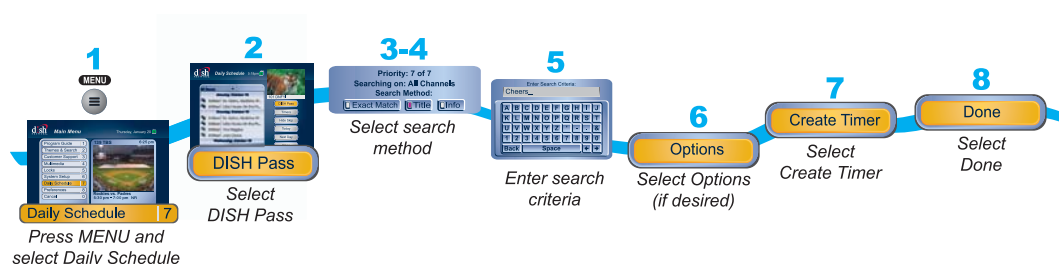
## Recording Future Programs

- 7 Select the channel (satellite or over-the-air). Use the UP/DOWN ARROWS, PAGE UP/DOWN, or NUMBER PAD to find the channel.
- 8 Select **Edit Time**.
- 9 Set the **Start Time** and **End Time**, include AM/PM for each.
- 10 Set the **Date**.
- 11 Select **Done**.
- 12 Select **Create Timer**.

## Setting Up a DishPASS™ Timer

Dish**PASS** lets you create timers to record programs automatically based on your search criteria. When the receiver finds programs that meet your search criteria, it will automatically set a timer to record that program. As the program guide is updated, Dish**PASS** will continue to find and record your shows based upon your search criteria. Note that Dish**PASS** only finds programs on satellite channels.

An example of how to use Dish**PASS** may be that you saw a movie in the theaters and you want to watch it again as soon as it comes out on a movie channel. Use the **Exact Match** and **Title** options, and then type the exact title of the movie. If the movie is made available on a movie channel you subscribe to, the receiver will automatically set a timer to record that movie for you.



- 1 Press MENU and select **Daily Schedule**.
- 2 Select Dish**PASS**.
- 3 Select the Search Method:
  - **Title** — Search for programs by title.
  - **Info** — Search for programs whose descriptions or titles contain key words.
- 4 Optionally, select **Exact Match** if you want to find exactly what you've entered in either the program title or info, when you select the **Title** or **Info**, respectively.
- 5 Enter your search criteria. You can use the keyboard shown on the screen or you can use the letters above the NUMBER PAD buttons on the remote control while the highlight is in

the Enter Search Criteria field. See **Using Text Fields** in your receiver's *User Guide* for instructions.

- 6 Select **Options** as described on page 11.
- 7 Select **Create Timer**. When the receiver has completed your search, the Timer Schedule will display the results.

**Note:** After entering your search words and selecting Create Timer, be sure to review the timers that DishPASS creates—some may not be what you are expecting. You can:

- Pick selected events to Skip. Review future timers often.
- Adjust your search terms and method. Select **Set Priority** to change the priority of your DishPASS. To adjust your search, delete the unwanted DishPASS timer and try the following:
  - Change your DishPASS search term(s) to be more specific.
  - Select **Exact Match** with the **Title** or **Info**.
  - Choose DishPASS when you select a future program within the Program Guide, Browse Banner, or Search. This will enter the program's exact title.

- 8 Select **Done**.

## Deleting a Timer



- 1 Press **MENU**.
- 2 Select **Daily Schedule**.
- 3 Select **Timers**.
- 4 Select **Edit List**.
- 5 Select the timers to delete.
- 6 Select **Delete**. A pop-up window asks you to confirm your choice(s).
- 7 Select **Yes** on the pop-up window. The timer(s) you selected are deleted.

## Recording Future Programs



### Tips

- Make sure the Updates feature is enabled as described in your receiver's *User Guide*. By enabling this feature, the Program Guide has the most up-to-date information and can adjust or create timers accordingly.
- Weekly, Daily, and Monday-Friday timers move only if the program is within one hour earlier or four hours later than the original time the timer was set up. These timers adjust their length if their program's time block is extended.
- Dish**PASS** recordings may fill the hard drive quickly. If you have other timers you know you don't want to be recorded over, choose **Protect** on those important programs.
- DVR timers set for sporting events automatically end late by 60 minutes to allow for overtime. Change this setting in **Options** when you set up the timer.



### Questions

- **Why is my receiver recording programs I didn't schedule?** A Dish**PASS** Timer may include more programs than you planned. If you'd like to refine your search, delete the Dish**PASS** Timer and start again as described on page 16.
- **Why did the receiver delete a program I recorded?** Your recording was unprotected. When the receiver's hard drive fills, it deletes the oldest unprotected recording. You can protect your recordings as described on page 11.
- **Where can I go to find out why the receiver didn't record something I scheduled?** Look at your Daily Schedule and refer to ***Reasons Why Timers are Skipped*** on page 12.

## TROUBLESHOOTING

Use these tables if you have problems using the system. Look in this section for a description of the problem before calling the Customer Service Center. Many problems arise from basic misunderstandings of how the system works, especially when you are just becoming familiar with it. To solve a particular problem, do the following:

- 1 Review the section in this document that relates to the problem.
- 2 If you cannot find a solution, then find the section in the following tables that relates to the problem.
  - Read the What's Happening column until you find the problem.
  - Read the information in the Possible Reason column.
  - Try each of the suggested solutions in the What to Do column.
- 3 Sometimes resetting the receiver can fix a minor problem. To reset your receiver, press and hold the front panel POWER until the green indicator blinks once and the TV screen goes blank. Let go of the front panel POWER. It takes a few minutes for your receiver to reset and come back on. When you reset your receiver, your receiver downloads an updated Program Guide.
- 4 For more information, call the Customer Service Center at 1-800-333-DISH (3474), or see [www.dishnetwork.com](http://www.dishnetwork.com) or [tech.dishnetwork.com](http://tech.dishnetwork.com).

**Note:** Before calling the Customer Service Center, have ready the date of purchase and either your customer account number, the receiver conditional access number, or the receiver model number. Press the **SYSTEM INFO** button on the receiver's front panel to display the System Information screen to find these numbers. Also, write down any error messages that the receiver displays on your television screen.

### External Hard Drive Troubleshooting

What Is Happening	Possible Reason	What to Do
Receiver does not recognize the External Hard Drive	<ul style="list-style-type: none"> <li>The hard drive is not compatible.</li> <li>The hard drive consists of more than one physical internal hard drive.</li> </ul>	<ul style="list-style-type: none"> <li>Make sure that only the external hard drive is attached to the USB port. Having a USB hub attached to the receiver's USB port and having other devices attached to this hub causes the receiver not to recognize the external hard drive.</li> <li>Set the receiver by pressing and holding the POWER button on the front panel of the receiver with the external hard drive connected to see if the receiver recognizes the hard drive after the reset. If not, the hard drive is not compatible.</li> </ul>
Pop-up message "External Hard Drive size is not compatible."	The size of the external hard drive is too small or too large.	<ul style="list-style-type: none"> <li>Only install a USB 2.0 external hard drive.</li> <li>The external hard drive size must be between 50 GB and 750 GB.</li> </ul>
Pop-up message "External Hard Drive cannot be connected to a separate DISH Network account."	<ul style="list-style-type: none"> <li>The device has been connected to or is associated with another account.</li> <li>The hard drive has not been reformatted for the receiver.</li> <li>An external hard drive can only be used on an authorized customer account.</li> <li>The external hard drive can only be used on DISH Network accounts that are authorized for the DVR Conversion.</li> </ul>	<ul style="list-style-type: none"> <li>The external hard drive has to be reformatted before using it on a separate receiver.</li> <li>If the external hard drive has been connected to a receiver on a different DISH Network account and is now being moved to a receiver not on that account, it must be reformatted before it can be used with this receiver. External hard drives cannot be moved between receivers on different accounts.</li> </ul>
Pop-up message "USB hard drive has been used for DVR External Hard Disk Drive Storage with a different receiver."	<ul style="list-style-type: none"> <li>If the external hard drive has been used for other purposes, it needs to be reformatted for use with your receiver.</li> <li>You cannot connect an external hard drive used for DVR External Hard Disk Drive Storage to a receiver using the DVR Conversion feature without reformatting it.</li> </ul>	To use the hard drive with this receiver, it must be reformatted. Reformatting the hard drive deletes any previous recordings.
I've already paid an activation fee for the DVR External Hard Disk Drive Storage feature and want to use my external hard drive on my ViP211, ViP211k, or DISH 411 receiver.	<ul style="list-style-type: none"> <li>DISH Network DVR Conversion is a different service than DVR External Hard Disk Drive Storage. These two services have separate activation fees.</li> <li>Your customer account has not been authorized for DISH Network's DVR Conversion.</li> </ul>	The DVR Conversion activation and fee are required before you can use the DVR Conversion. The DVR Conversion activation fee applies to all ViP211, ViP211k, and DISH 411 receivers on the account.

## External Hard Drive Addendum

### Troubleshooting

What Is Happening	Possible Reason	What to Do
Pop-up message "USB mass storage device has to be reformatted to support DISH Network DVR functionality."	Receiver detects an external hard drive at the USB 2.0 port.	<ul style="list-style-type: none"> <li>The device must be reformatted to provide DVR Conversion. Any information on the hard drive is lost in the reformatting process.</li> <li>If you are connecting an external hard drive previously used on a ViP211, ViP211k, or DISH 411 receiver to a DISH Network HD-DVR receiver (such as a ViP612, ViP622, ViP722k DVR, or ViP722), you are using your external hard drive for a different product feature called DVR External Hard Disk Drive Storage. DVR Conversion requires reformatting the external hard drive which deletes all recordings. A separate activation fee applies.</li> </ul>
Pop-up message "Receiver has detected a USB hard drive and has to be restarted to use the DISH Network DVR feature."	The satellite receiver has to be restarted in order to provide the DVR Conversion features	Receiver needs to reset before it can use the DVR Conversion features, such as pause live TV or recording programs.

## Timers

What Is Happening	Possible Reason	What to Do
You set up an event timer, but the timer does not operate at all.	<ul style="list-style-type: none"> <li>You may have several timers set up for the same time and the event timer you set is at a lower priority than others.</li> <li>You may have selected New Episodes and the timer you set was for an episode that is not new.</li> </ul>	<ul style="list-style-type: none"> <li>Check the Priorities as described on page 10.</li> <li>Check the Timer Frequency as described on page 10.</li> <li>See <b>Reasons Why Timers are Skipped</b> on page 12.</li> </ul>
You set up a Dish <b>PASS</b> timer and you notice that you have no space left on your My Recordings.	The Dish <b>PASS</b> timer may have included more matching programs than what you expected.	Delete that Dish <b>PASS</b> timer and begin again. See page 16.

## Receiver Information

Write the following information in the spaces provided below. You may need to provide this information if you call the Service Center. To get the Conditional Access Numbers, display the **Important System Information** menu (see *Ordering Your Program Packages*).

Purchase Location Name:	
Purchase Location Telephone Number:	
Receiver Serial Number:	
Receiver Conditional Access Number	
Smart Card Conditional Access Number:	

## Remote Control Settings

	Remote Control
Remote Control Address (SAT Mode)	
TV Code (TV Mode)	
VCR Code (VCR Mode)	
Auxiliary Code (AUX Mode)	

## TV Input/Channel Settings

	TV
TV Input/Channel	